# BLEED BLUE SALES NEWS | JUNE/JULY 2017

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### **BLEED BLUE**



# WELCOME ABOARD!

At Mobile Mini Solutions, we've learned that to continue innovating takes the skills and ideas of dedicated employees individuals to keep guiding us into the future.

Gina Jones | ISR Orlando Brooks Haley | ISR Birmingham Sergio Trujillo | ISR Pensacola Bradley Odegard | ISR Minneapolis Al Hoskins | ISR Miami Kara Stewart | ISR Tampa Chris Erlandsen | ISR Gardena Ming Lai | ISR San Diego Angel Connell | ISR Oklahoma City Travis Hockenbraugh | ISR Harrisburg Jeremy Barnes | ISR Albuquerque

# **DE-STRESS** WITH SOME SUDOKU!

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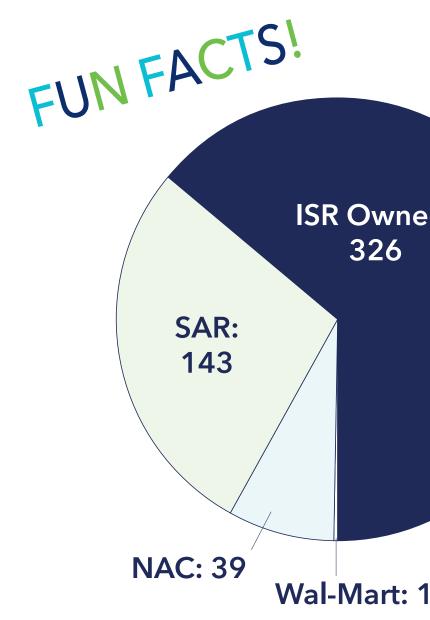
### **GET CONNECTED** AND TAKE YOUR SALES GAME TO THE NEXT LEVEL!

Stay up-to-date with what's trending in sales. Check out these blogs and people to follow on LinkedIn:

#### **Great Sales Blog:** Sales Hacker | Salesfolk

Who to watch: Tamara Schenk | Sales Force Enablement Leader, Analyst & Speaker

# **OWN THOSE NATIONAL ACCOUNTS!**



ISR NATIONAL ACCOUNT BOOK OF BUSINESS 326 accounts are worked by ISRs

### YTD 2016 VS. YTD 2017 RESULTS IN TOTAL

YOY - 2016

NEW ORDERS	6867
ACTIVATIONS	5,548
UOR	9960
REVENUE	\$11,829,547
	\$11/02//01/

2

**ISR Owned:** 326

NATIONAL **ACCOUNT BOOK BREAKDOWN 509 TOTAL** NATIONAL ACCOUNTS

YOY - 2017

% CHANGE

10445	+52%
6,495	+17%
11156	+12%
\$14,302,973.03	+21%

7.62

101% 101% 133% 100%

101% 119% 110% 113%

104% 110%

101% 113% 125%

157% 109% 131% 240%

118% 122% 181% 135% 147% 127% 140%

# GOAL-VER ACHIEVERS MOVE MOBILE MINI FORWARD!

# **SHOUT OUT**

to you awesome peeps that hit over 100% of your goals for the month of June. It's because of your **HUSTLE** that Mobile Mini Solutions continues to lead our industry. You know who you are!

### **REGION 1**

Jason Cobos
Wendy McManus
Cindy Baguley
John Dance
Kaley Marden
Joseph Pedri
Patrick Norman
Laurie Patania

### **REGION 2**

**GOAL-VER ACHIEVERS** 

2017

МАҮ

Scott Schmitt	
Anthony Pirro	
Travis Roach	
John Slaton	
Ronald Olson	

### **REGION 3**

Michael Sawdon	
Dana Blackwell	
Mark Thomsen	
Gayle Pollard	

### **REGION 4**

Sean Fritz
Robert Bryant
Tyler Dillman
Susan Caszatt
Ben Pincock
Adan Navarro
Michelle Wallace

# **REGION 5**

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Leslie Perez	104%
Bennett Gibbs	236%
Ryan Ehlinger	138%
Jason Edwards	130%
Jackie Beaudette	100%
Amanda Frantzen	123%
	12070
<b>REGION 6</b>	
Ronald Moredock	110%
Thometra Caplo	152%
Lea Kessler	171%
James Kelley	100%
Kate Ruszkowski	116%
Michael Mannix	160%
Michael Powell	117%
Miguel Santos	143%
James Noe	115%
Sativa Keil	121%
REGION 7	
Walter Whelchel	114%
Michael Schnell	155%
Rene Priddy	115%
Cindy Swank	100%
, ,	
<b>REGION 8</b>	
Justin Kotarski	145%
Timothy Stone	101%
Lesley Lowry	133%
Christian Mero	129%
	129%
Shawn Temple	
Yana Trutelnytska	129%

# ACHIEVERS **GOAL-VER**

2017

JUNE

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REGION 1	4.4.9.94		
Jose Rivera	118%	<b>REGION 5</b>	
Danielle Williams	102%	Joseph Soria	117%
Jason Cobos	132%	Anthony Holterman	108%
Brenda Cook	104%	George Martinez	120%
Wendy Mcmanus	144%	Jason Edwards	156%
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John Iliff	136%		
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John Slaton	152%		
Pamela Clark	151%	<b>REGION 8</b>	
		Justin Kotarski	101%
REGION 3		Peter Testa	137%
Michael Sawdon	112%	Kami Petryszak	123%
Mark Thomsen	103%	Brenda Pierce	116%
Rebecca Lautenschlager	148%	Zoe Nelson	106%
Gayle Pollard	168%	Lesley Lowry	104%
John Fish	126%	Christian Mero	203%
Morgan House	117%	Robert Potz	137%

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John Fish	126%	Lesley Lowry	104%
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Gayle Pollard	168%	Lesley Lowry	104%
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# A DAY IN THE LIFE...

By Pamela Paule | ISR

At what moment, does your work day officially begin? Is it that precise moment where the time clock reads, "In for the day punched successfully"? Or perhaps, it begins as you walk towards the stairwell, counting the steps up to your desired floor or quickening your pace to catch the open elevator doors. Maybe your day even begins the moment you walk out your front door, your mind automatically scanning through your mental checklist...kids off to school, coffee maker turned off, doors locked, dinner thawing in the fridge, did I feed the dogs..? A brand new day awaits, much like a blank canvas anticipating its first splash of color. Who is sitting in the Director's chair of the day ahead, calling out the shots...moment by moment, creating the setting, creating the plot? Make no mistake folks; by this time, your day is most likely preset in stone. Your mood has clearly been chosen. I can see it in your gait, in the slump of your shoulders and the way you hold your head. Your good morning greeting echoes in my ear, the depth of your chosen mood as clear as the words on this page. What might your level of awareness be as you pass by desk after desk? And as you meet your co-worker's eyes, what message do you silently convey?

What if someone told you that there were three very simple steps to creating the BEST possible work day? I mean, c'mon guys, each of us can name someplace where we would rather be, right? Sitting by the lake, fishing? Cheering on your favorite sports team? Hiking towards a magnificent sunset? Watching your little one taking her first steps? But is it possible that there could be an easy recipe to making each work day more joyful, more productive and more successful than ever before?

At the end of this month, June 27, 2017, I will have marked my one year of joining the MMI team. With decades of sales & leadership training and business development under my belt, I silently muttered to myself on day one...piece of cake. **GOT THIS!** With five phenomenal days of Mobile Mini product knowledge, top-notch systems instruction & impactful sales training behind me, I sat down at my new desk, logged into my queue and with a hard swallow and more than likely all color draining from my face, I thought to myself...**now what**? All confidence dissipated as fast as free food disappears in the break room! I looked to the left of me. I looked to the right of me. Where do I even begin? There were endless questions, many moments of frustration, a few tears, a feeling of euphoric victory when I realized I could navigate confidently through Salesforce<sup>™</sup>, and the sweet taste of WINNING when I placed my first order!

Fast forward one year later and I am as grateful today as I was 12 months ago, that I had the right tools in my emotional intelligence tool box. For this, I have many people that I have been lucky enough to learn from. Here's where the THREE VERY SIMPLE STEPS come into play.

#### **HOW DO I MAKE EACH WORK DAY MORE JOYFUL? 1) ATTITUDE OF GRATITUDE**

Begin every single day with a simple but powerful 5 minute exercise. For me, I recite these out loud in my car during my daily commute. I would suggest beginning with a piece of paper and a pen. Number the page 1-25. What are you grateful for? Write them down in no particular order. Allow your mind to expand beyond material things. What's meaningful in your life? What fills you? There is no right or wrong and there is no judgment. But you will experience something as amazing as it is simple. Are you ready...? It is the awareness that negativity & gratitude can NOT occupy the same space. Ask your co-workers if they have taken the time to do their Gratitude Exercise. Ask your Supervisor. Imagine the possible ripple effect of each of us beginning our day with gratitude.

#### HOW DO I MAKE EACH WORK DAY MORE PRODUCTIVE? 2) WORD OF THE DAY

Choose a word of the day and approach and attack every part of your work day with this theme in mind. Have fun with it. What words come to mind? Perseverance Abundance Tenacity Patience Laughter Solutions Integrity Friendship Service Persistence Freedom Collaboration Gratitude Teamwork... what are your words? As you are getting ready for work in the morning, you will see that your word of the day will just sort of appear. Commit to giving this a try! Tomorrow, choose your word and as you commute to work, look around you and bring yourself present. How can you apply your word of the day to every interaction? Notice how your chosen theme can make a difference in your productivity. Ready...Set... Go....What's your Word for TODAY?

#### HOW DO I MAKE EACH WORK DAY MORE SUCCESSFUL? 3) A SALE IS SIMPLY A TRANSFER OF ENTHUSIASM

Think about it. Whether you are purchasing your first home, selecting the perfect golf club or back when you were trying to convince that special person to ask you out on a date, there is simply a transfer of enthusiasm. The Seller's got it! The Buyer gets it! And guess what happens next... The sale is made. What piece of your work day can you get excited about? Mobile Mini has the bragging rights to a **GREAT** product and **EXCEPTIONAL** customer service. Share this with your customer! Competition gets your adrenaline pumping? Share this with your teammates! You are grateful that Sales Support solved a tough issue for you? Share this with CHEERS FOR PEERS! You're closing in on some personal or professional goals? CELEBRATE your wins! Your probability of success is a direct correlation between discovering what it is that you are truly passionate about and being able to share this enthusiasm with everyone you interact with.

Before each work day begins, **YOU get to CHOOSE** how you are going to show up that day. So let me ask you a question:

Who is sitting in the Director's chair of A Day in the Life of YOU?

# **SALES ACHIEVEMENTS!**

Since the end of March, sales have increased from March at 2,289 new orders to 2,841 orders in May! That's a growth of a staggering 24% across the 3 teams: Sales Support, Digital and OSS!

In late February, the Sales Support Team joined Dave Sherman for sales training and from there the team blossomed. With a stronger sales arsenal, tons of energy was built around daily successes with breakroom happy hour's and sales contests and incentives. Born from that energy was the NSC Sales Team New Order Champion; a prestigious trophy held for an entire month, by the rep who booked the most new business during the month. With the award comes bragging rights and of course more completion amongst the team. Driving engagement to an all-time high across the group with constant conversation on wins and sales challenges they are faced with.

Here is what is being said about the last 60 days around the NSC Sales Team:

"Since the additional training and added incentives, there has been an increased interest, excitement, and energy level towards closing more deals." - Marcus Thompson, Sales Support Specialist

"The engagement level of our reps has skyrocketed. They are hungry for more information and suggestions on how to overcome objections and overcome the fear of asking for the order. Every day they feel more confident about our products and can't wait to share that with our customers." - Rose Roberts, Sales Support Supervisor

"Since we have identified those members of sales support that have a real sales prowess, I have seen a noticeable "swagger" from the team. They have a sales confidence level that I've never seen before. They have truly embraced the "sales" side of sales support and their numbers continue to prove it every day." Dave Sherman, National Sales Trainer



"In 60 days the group has grown into an energized team; motivated, competitive, engaged, and looking to win more business." - Jeff, Emerling Director of Sales

Congrats to the Champions so far:

APRIL Angie Sanfilippo

MAY Marcus Thompson Cathy Gill

## **BLEED BLUE**







# OWN YOUR DIRT

Our company is developing at "140-miles an hour" and taking over territories. You are part of this amazing momentum! Are you ready to unlock your full potential? Where the Dirt Road leads is up to you!



I AM A DIRT OWNER!

A Dirt Owner protects WHAT's INSIDE the BOX by delivering outside of the NORM!

Dirt Owners create VALUE and put ETHICS before all else!

Dirt Owners are 100% COMMITTED Just trying and giving it a shot won't cut it! There is no test & see!

Dirt Owners BELIEVE.....and make others BELIEVE!

Dirt Owners DON'T QUIT!

**Dirt Owners OWN their DESTINEY!** 

Most of all.....Dirt Owners are PROUD to represent the industry LEADER for YOUR PORTABLE STORAGE needs!

# MID-YEAR ISR PLATINUM WINNERS

With 127 selling days behind us in 2017, here are some highlights around the hard work that got these winners here:

- Kate, Joseph, Thomas and Stacey Averaged over 5.5 JP new orders each day
- Kaley, Danielle, and Joseph Wrote less than 6 SPOC accounts total this year
- Peter, Rebecca, Chris and Justin Averaged over 5.2 Non JP/SPOC new orders written each day
- Peter, Melonie, Scott and Thometra Averaged earning over 17.5 points a month from QA
- Peter, Christian, Joseph, Justin, Kim, Kaley, and Thometra Averaged over 32 outbound a day

FANTASTIC WORK!!! Excited to see who will be battling it out for next six months to earn a spot in the TOP 10!!



# **CONGRATULATIONS!**

### MAY CENTURY CLUB WINNERS

EGION	ISR	RENTALS
7	Michael Schnell	186
3	Gayle Pollard	180
4	Tyler Dillman	145
5	Farrah Brey	145
6	Lea Kessler	137
7	Rene Priddy	126
7	Walter Whelchel	125
8	Justin Kotarski	116
8	Christian Mero	116
6	James Noe	115
4	Susan Caszatt	115
3	Rebecca Lautenschlage	er 115
6	Thometra Caplo	114
7	Bill Palmer	106
5	Bennett Gibbs	104
6	Kate Ruszkowski	104
4	Robert Bryant	104
5	Jason Edwards	104
3	Michael Sawdon	102
7	Kim Ferschke	101
6	Sativa Keil	100

# MEME OF THE MONTH



## JUNE CENTURY CLUB WINNERS

REGION	ISR REI	RENTALS	
5	Jason Edwards	196	
4	Timothy Garner	191	
3	Rebecca Lautenschlager	178	
8	Christian Mero	173	
1	Joseph Pedri	154	
7	Michael Schnell	145	
6	Scott Brammer	144	
2	Pamela Clark	136	
5	Farrah Brey	131	
1	Kaley Marden	131	
5	Melonie Mills	130	
3	Gayle Pollard	126	
6	James Noe	124	
1	Kevin Hennessy	121	
4	Chris Bryant	118	
8	Peter Testa	117	
6	Miguel Santos	115	
5	Clayton Loose	113	
6	Sativa Keil	112	
5	Karen White	111	
7	Kim Ferschke	111	
4	Michelle Wallace	110	
2	John Slaton	107	
1	Jason Cobos	106	
5	Joseph Soria	106	
3	Mark Thomsen	103	
8	Robert Potz	103	
4	Susan Caszatt	101	
1	Laurie Patania	100	

By Chad Holan

Tis the season for retail activations! We are beginning to embark on a 5 month journey in which our Platinum book of business blows up in Q3 and Q4. Who processes the orders and coordinates deliveries for what we anticipate will be 20,000 orders? Please allow me to introduce our National Account Coordinators and our Strategic Account Partner. First off, our team is already off to a great start. The team has YTD activation growth of 42.8% YOY through May 31st which is an increase of 1,428 activations YOY. All this hard work has also generated the company an increase rental revenue plus cross hire revenue of 34.9% YOY through May 31st. In addition to the increase in Mobile Mini activations, we have also increased our cross hire activations (3rd party vendors) by 62 units YTD and have added new partners in Puerto Rico and Alaska.

What do National Account Coordinators do? They are the SPOC owners for our Platinum customers such as Target, Lowe's, Dollar General, etc. These individuals are the voice of the customer and provide excellent customer service and account management. The 3 NAC's and Strategic Partner Coordinator are all based on the 3rd floor in the NSC. They are the account managers for our Platinum customers who solicits, renews, and updates all of these contracts.

### Linda Tucker

Linda is our Strategic Partner Coordinator. Linda sources all of our Strategic Partner's and helps all of our sales team cross hire for our customers. Not only does she source these vendors herself but she also handles the billing, logistics, and vendor requirements for these partners. Linda is



instrumental in bringing our Platinum customers a true national footprint.

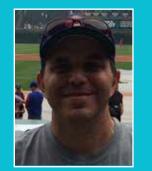
### Bryan Haar

our OSS development program and has been a NAC now for a little over 4 months now.



### Lee Eisner

Lee e will be celebrating his 3 year anniversary with MM next month. Lee has been a NAC for a year now and was formerly and OSS team.



### Micah Martin

This his will be Micah's was formerly part of Billing Resolution and our former Strategic Partner Coordinator, but has been a NAC for 3 years



# **ON THE FLY WINS!!**

### **QA - JENNIFER PERCIVAL**

Performance Win - QA listens to many different types of calls, and guite often, we have extra projects where we are asked to listen to and evaluate only small parts of a call. We had a project last week that we turned around quickly for Sales Management and we had some fun with this one. We had contest to see how many qualifying calls our team could find and evaluate. Jennifer Percival was the winner of this contest, and was able to find 4 times as many calls as the next closet team member! Jenn - great job!

### **REGION 1 - DANIELLE WILLIAMS**

Performance Win - SHOUT OUT to Danielle Williams for closing 45 new orders this week for the Huntington Beach US Open Surfing Competition!! They were using Southwest Mobile Storage the last few years, but we got them back!!

#### **REGION 2 - SHOUT OUT FROM PAMELA CLARK OUT TO KATHY, TERRY AND PETER!!**

Kathy, Terry, and Peter - Thank you so much for your help with Roche this week. You are GREAT! The way you 3 have worked together and handled everything this week has been beyond REMARKABLÉ. With Terry changing their product on the fly, then Kathy sending 2 units at the end of the day for the Lakewood emergency. Now Peter making it rain with 10 more at the last minute and working Saturday to ensure we have them taken care of. You all are incredible and I wish there was a bigger way to say THANK YOU!





### **REGION 4 - SHANE ALEXANDER**

Kuddos to Shane Alexander for perfecting his challenge of overcoming the objection "I'm not ready" and creating a sense of urgency. Listening on the floor today Shane was smooth like butter. He referenced the weather and a full schedule as a reason to book now. Shane is making it difficult for customer's to say no. Keep up the great salesmanship Shane! (Shane and BM Charlie Atkinson deciding what they are getting at Jason's Deli in the photo)

### **REGION 5 - SHOUT OUT FROM TONY HOLTERMAN TO CORTNI BICKERSTAFF**

I just wanted to give a big shout out to Cortni for her help with my Job Profiles today. She took over an hour to help go through my JP's and show me some great information that I feel will help me tremendously. I feel a lot better after having Cortni taking the time to walk me through and actually show me what to be looking for. My call volume is going to reflect this time away today but I feel it will help me and the territory in the long run. Thanks again Cortni for your time and being a TEAM PLAYER!!

# **MOBILE MINI CORE VALUES**

**By Chris Anderson** 

Every great organization has Core Values that guide them through their marketplace. At Mobile Mini we live to a common set of Core Values that act as guiding principles to dictate behavior and action. In this issue of **BLEED BLUE** we speak to the **SALES CORE VALUES** that assist us with staying on the right path with fulfilling our business goals and your individual sales potential.

Listed below are the 7 MOBILE MINI SALES **VALUES** that influence our overall behavior and contribute to the success of our amazing organization. We are certain that when you are in alignment with these principles they will positively contribute to your overall long term selling success. Over the next few newsletters we will explain each value individually and point out what great performance looks like when executed properly.





# SALES CORE VALUE #2: **BELIEVE IN WHAT YOU SELL**

The longer I work in this business, the more I realize how everything comes down to one thing - belief. You must persuade customers to believe in what you are doing and that begins with you personally believing in the MMI brand and our ability to solve customers' problems better than anyone else.

### 1. Identify the one reason you are working at Mobile Mini.

It all begins with your own motivation. There are plenty of reasons you selected Mobile Mini as a career but most people are here for a greater purpose than one might assume. Becoming focused on your internal goals and articulating them is so important. Otherwise you will never make them a reality. Stay focused on the Big Picture of how being in sales with Mobile Mini can provide you immediate and long term **career** fulfillment. Mobile Mini is the market leader with strong brand presence. Our products and services really do stand out from the competition when you take time to think like a customer.

### 2. The first sale to make with Mobile Mini is with yourself.

Do you feel guilty when a customer chooses to do business with a competitor? Do you **believe in your bones** that customers are better off working with MMI? Hundreds of thousands of loyal customers have committed their business to us and have formed a long term connection of loyalty based on how we solve problems and make renting easy. Take time to learn these customer stories as it becomes **High Octane selling fuel** to communicate our differentiating value over other competitors.

### **3.** Figure out the ONE thing that you have to get someone to believe...

..that will knock down all their other objections, make them irrelevant, or disappear altogether. Every customer within each vertical whether its construction, hospitality, or power has problems that you can solve. Work to understand what the storage USE case is with each vertical and understand how you can convince other similar customers to trust Mobile Mini to serve their needs.

### 4. Sell with Emotion not Logic!

When you began your sales career with MMI you naturally got excited to logically convince everyone about why they should rent from you. However most discover guickly that some are **resistant** to the idea. Has this every happened to you? We want people to understand why they should rent from us and benefit from our products and services. But for some reason as soon as we try to explain our beliefs we lean only on logical reasons like the tri-cam locking system or our guick pick-up and delivery. I recommend you work to convince customers emotionally first before they will be excited about your logic. **People buy** based on emotion first, logic second. Logic is justification for the emotional attachment they make. Logic doesn't sell. Emotions sell. So to create those emotions you have to be curious enough to learn what it was that gave other customer's the beliefs that caused them to rent from MMI. Often it lies in customer stories or testimonials. How do customers make sense of renting from MMI and how can you take those facts and tell a quick story to your prospects? During the storytelling it's important that you get them to feel the same way as your completely satisfied customers. This is an effective way to help new customers connect with our brand and you as a professional sales rep.

### SO "LET GO" AND BELIEVE IT MY YOUNG APPRENTICE!



# JUNE & JULY ANNIVERSARIES AND YEARS OF SERVICE

Tracy Lyde	. 19
Dana Blackwell	. 17
Graham Nleya	. 15
Jeffrey Stein	. 15
Brian Kavanagh	
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David Schoenbaechler	
Derrek Horton	
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Charles Brackens	
Brett Woodin	
James Brennan	
James Lombardo	
Cynthia Barber	
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Alejandria Salazar 4
Phillip Stell 4
James Palmertree 4
Richard Gemboys 4
Duane Kugal 4
Miguel Santos 4
Jose Ramirez 4
Yarilda Irizarry 4
Jay Brewer 3
Scott Schmitt
John DiGiovanni 3
Rebecca Lautenschlager 3
Stacey Phelan 3
Roger Nadeau 3
Stephanie Weaver
Lee Eisner
Ricardo Sipaque3
Tyrone Woodley
Nathaniel Barber
Anthony Pina 2
Kenneth Schneider 2
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Philip Vetter	
Shawn Madere	
Nadeem Antar	
Alonzo Arthur	
Christian Falgout	
Francisco Mata	
Felipe Aguilera	
Devonne Washington	
Randy Gonzalez	
Chad Schlegel	
Anthony Holterman	1
Matthew Andrews	
Dave Maya	1
Cristian Haselden	1
Michael Keene	1
Jason Meisterling	1
Stephen Ventola	1
Heriberto Silva	1
William Wiles	1
Robert Dumke	1
Brian Loving	
Alphonza Washington	1
Abelardo Aragon	



# YOU MATTER!!

We welcome your ideas or suggestions to make Bleed Blue even better. Submit your comments to Art Storck at astorck@mobilemini.com!

