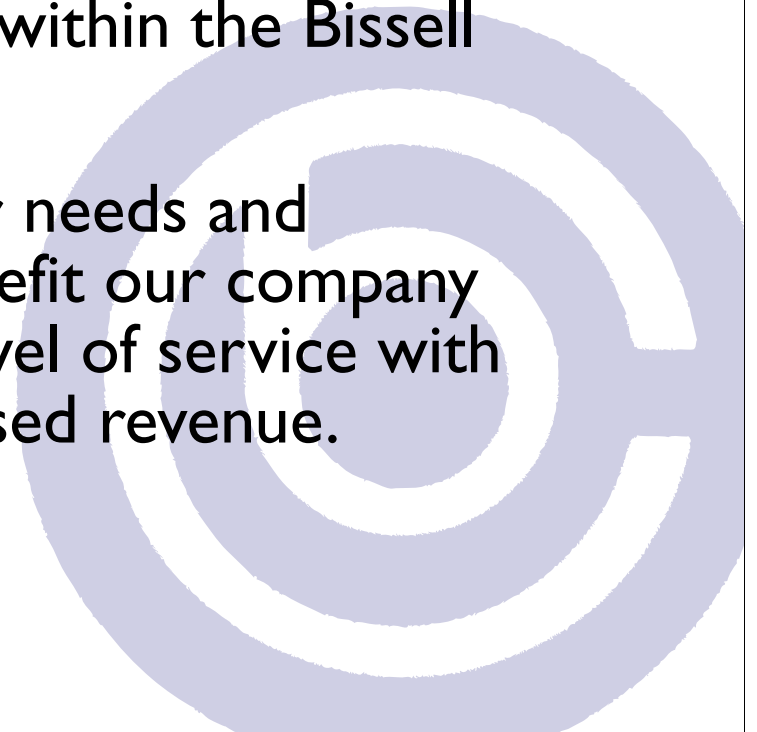


# Howard Bissell

## Top 5% Performance

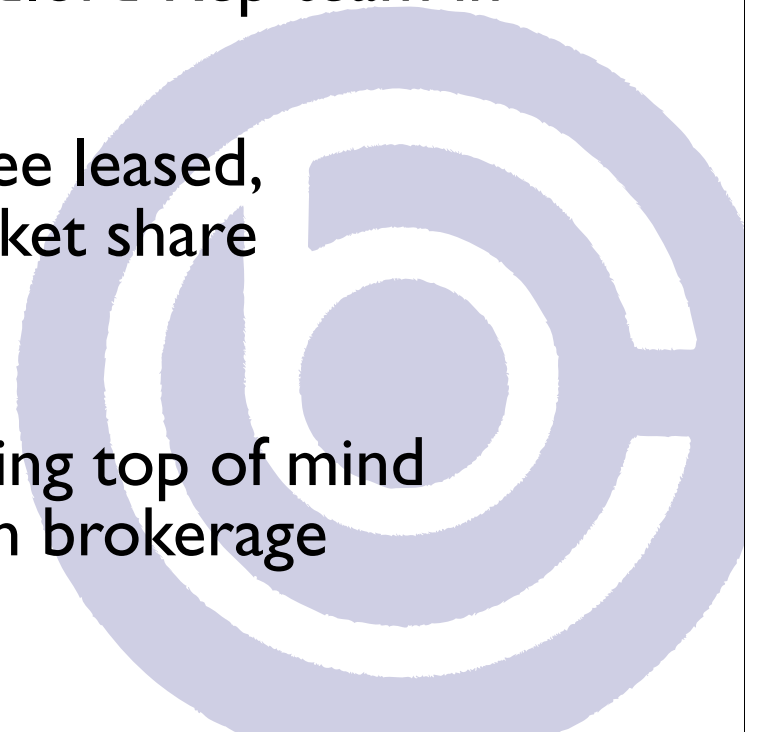
- Customers
  - Meet with individuals who are the decision makers for the companies within the Bissell Portfolio weekly.
  - Act on identified customer needs and opportunities that will benefit our company by providing the highest level of service with the effect of driving increased revenue.



# Howard Bissell

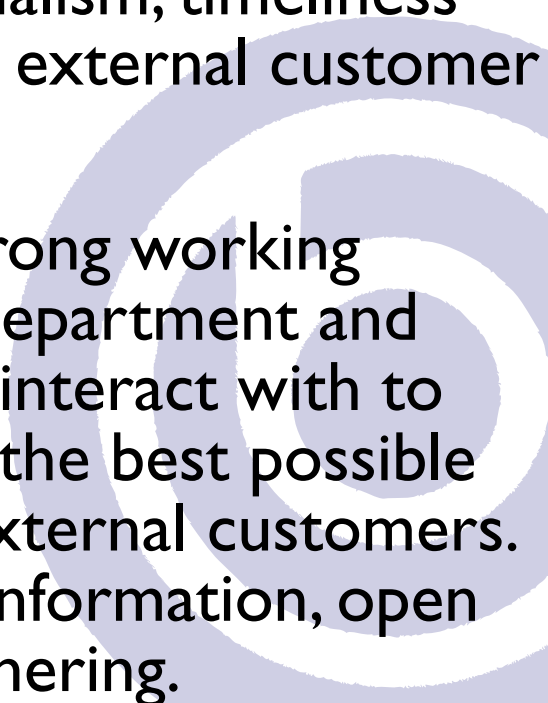
## Top 5% Performance

- Office Leasing Team
  - Challenge and motivate my team to be top performers, resulting in being the most respected and admired landlord Rep team in Charlotte as reflected by:
    - Annual results: square feet leased, revenues, exceeding market share
    - Awards and recognition
    - Great reputation and being top of mind landlord Rep team within brokerage community



# Howard Bissell

## Top 5% Performance

- Team Ballantyne / BFOC
    - Require that any response to the needs or requests of other departments is handled with the same professionalism, timeliness and accuracy as with any external customer of the company.
    - Develop and maintain strong working relationships with each department and hospitality team that we interact with to ensure we are providing the best possible service to internal and external customers. This includes sharing of information, open communication and partnering.
- 

# Howard Bissell

## Top 5% Performance

- Community
  - Be an ambassador for Ballantyne and TBC
  - Maintain involvement with both civic and industry specific organizations through networking, board involvement and committee work.
  - Seek out business opportunities through community involvement to drive revenues.

