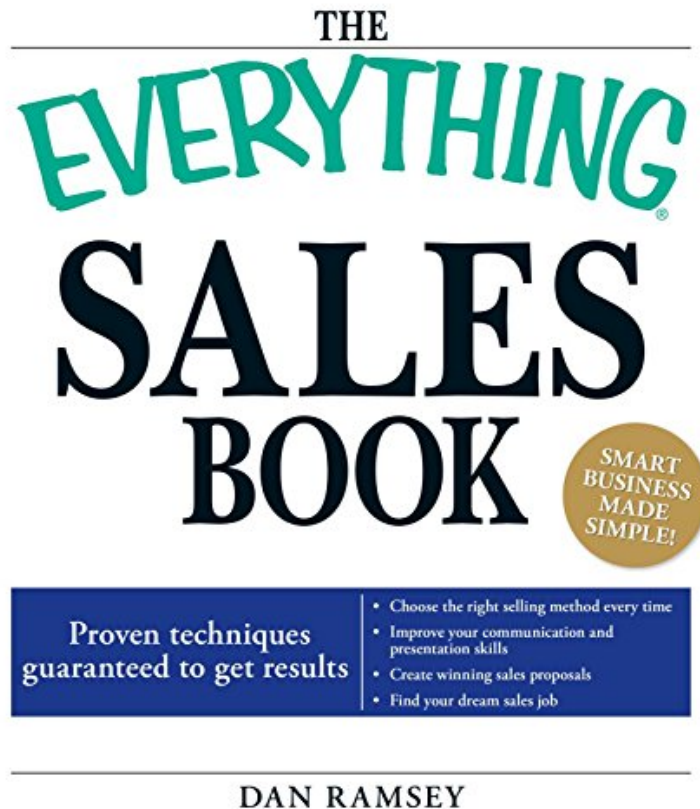


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About the Author Dan Ramsey (Willits, CA) is the author of *Smart Selling: How to Turn Sales Leads into Profits*; *The P.R.O. System for Selling Real Estate*; and *The Everything? Guide to Starting and Running a Retail Store*. As customer sales manager for CBSI, the largest software developer for radio stations worldwide, Mr. Ramsey tripled sales levels in three years. He also served as sales lead system manager for Fisher Controls, the world's largest manufacturer of industrial control valves.