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**Q & A
PEP, inc**

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Question: Tell us about your job (and your business).

Answer: PEP, inc.'s mission is to inspire organizations, businesses and individuals to define Purpose, develop Excellence and discover Passion through motivational presentations, training workshops, organizational development programs, and coaching.

Question: What is your previous experience?

Answer: Gerry previously was an agent for the National Security Agency, manager of computer operations at MCI Telecommunications, and owned and operated Chick-fil-A restaurants in Maryland for 11 years.

Nicole was previously a paralegal for two law firms in Fort Collins after graduating from the University of Northern Colorado with a paralegal certification. Prior to joining PEP in 2005, Nicole served as executive/personal assistant for Bohemian Companies.

Question: What do you like most about your job?

Answer: We derive satisfaction from motivating individuals to turn their passions into their professions and helping organizations improve morale and productivity. It's fulfilling for us to watch these transformations unfold.

Question: What are some of the challenges?

Answer: Though we love to visit new clients in a variety of locations around the country, our greatest challenge is our grueling travel schedule. We have been to 34 different cities in the last 12 months.

Question: What is the most interesting business you have helped turn around as far as organization and morale is concerned?

Answer: We have worked with several companies, so it's difficult to choose one. But we would have to say our work with Mellon Bank. For over a year we have been consulting the company's customer relations management organization to redefine their mission and vision, and we have facilitated motivational and skill set training to their employees in 12 cities. We have seen tremendous improvement in their customer service ratings and revenue.