

## WHY we do what we do.

*We believe customers have the best answers. So we listen to them.  
We believe employees have the best ideas. So we trust them.  
We believe Napa Valley is the best place to work, live and visit.  
So we work to protect it. We live to enjoy it. We savor the company.*

Our beliefs drive our business. They determine how we treat our employees and how we work with our customers. They drive us to work harder and smarter every day and to ask more questions. It's why we come to work and why we invest our time in the charitable organizations that make our community better. **What do you believe?**

## WHAT we do.

We sit down and talk with owners. We walk them through five key areas of their business to find out where they are heading. Then we help them articulate their vision, communicate with their team, and put processes in place to hold people accountable. Team members identify activities in support of overall company goals. Once everyone on the team has clear expectations, owners are free to spend less time doing, and more time managing.

Having a full plate is great when you're in a buffet line, but it is no way to run a business.

## HOW we do it.

We look beyond the numbers, to the people and processes that lead to strong operating results. After years of specialized training, we don't presume to have all the answers. Rather, we know how to ask the kinds of questions that lead owners to clarify their goals and define measurable actions. We help them draw insights from their teams and empower people to add value to the organization.