



This card is issued to

**David Valdez**

**Congratulations!**  
You have successfully passed ServSafe® Cellar and Tonic Handler Assessment.

Colligate Number 1000228

FILED 12/19/2012

Expiration Date: 12/18/2015



1. The first step is to identify the problem. In this case, the problem is that the company is not meeting its sales targets. This could be due to a variety of factors, such as poor marketing, poor product quality, or poor customer service.