



What you keep

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The need is kept in the prospect's words: a rephrasing removes exactly what would have raised the alarm.**

Item	Kept?	What it allows
Need as phrased, word for word	Yes	Spotting an off-catalogue case before the journey
Stated deadline	Yes	Prioritising without judging
Slots offered and the one taken	Yes	Understanding a no-show
Confirmation received	Yes	Telling an oversight from a withdrawal
No-shows and their cause	Yes	Correcting the placement
Refusals and their date	Yes	GDPR art. 21

Item	Kept?	What it allows
Anything describing the person	No	A need is checked, a person is judged

What rephrasing was removing

Finding	Value	What it cost
Appointments whose need fell outside the catalogue	9	A salesperson made the journey to find out on site

The need was described **in the very first message**, and it had been rephrased into a category.

What the agent fixed in itself

Error	What it saw	What it did not see	Correction
2 pm slot near head office	A free calendar	An appointment 200 km away that morning	Previous appointment's location now checked

The distinction that is not about vocabulary

The agent qualifies the need, never the person. A need is checked by rereading it; a person is judged.

For the company to settle

Retention period for an enquiry left without follow-up: _____ months

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