

Duplicating Services

Your customers love you! And they have told others about you. Many referrals have been coming your way.

You need to expand. But how do you know that someone else will be as good as you with your customers? Unfortunately, they will not be as good as you are! They can't be as good as you...at first. So delegate slowly.

Step 1. Give an easy task that you don't love doing. Make sure it has no or little contact with the customers. How did they do? If well, move to Step 2.

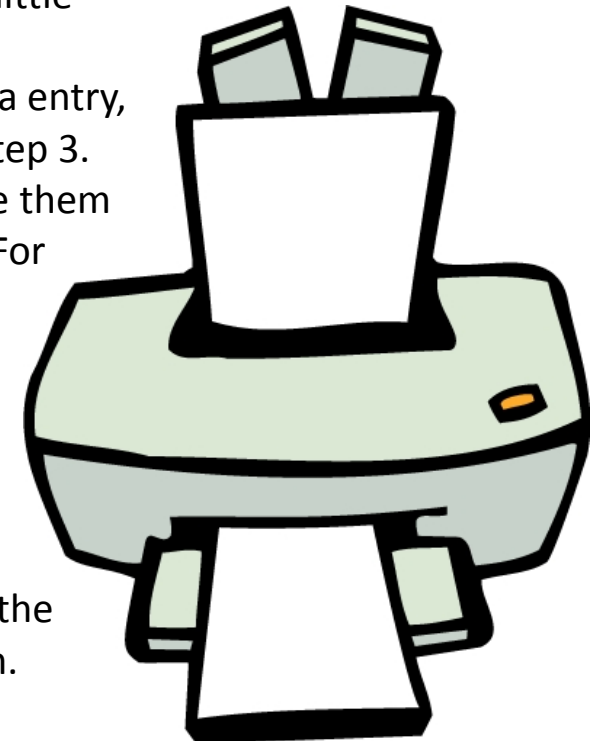
Step 2. More complicated tasks. Add a twist to the first task. If they did data entry, now get them to sort the information. How did they do? If well, move to Step 3.

Step 3. Customer facing time. Give them a customer to talk to directly. Give them an overview of what not to do and a guideline of how to work with them. For example, a retail sales representative could treat customers like they are being welcomed to their home.

How did they do? If well, continue to challenge them and expose them to

change. Your employees / subcontractors will grow and thrive in the trust you give them.

TIP: To grow, you need to delegate.



Business Solver Modules:

- ❖ Find Good Partners & Suppliers
- ❖ Full Offering
- ❖ Customer Wow

Business solutions at your fingertips

Starting a small business isn't easy but with business solutions right at your fingertips, you don't have to worry about missing any steps.

