

CHECK YOURSELF

- Consider the best not the worst
- Plan for someone to do the work
- Keep revising, and revise some more

I used to leave the office for a meeting and it wouldn't be until the last moment that I would realise that I had forgotten something (Actually, my former boss was even better at this than I).

So we each created a Departure Checklist. This ensured I had everything need for my journey, meetings, and return and other possibilities. This meant if I had left without my wallet I wouldn't have to return to the office before I could go home again.

Creating a checklist like this isn't planning for the worst it simply ensures that my mind will be concentrating on the meeting or task at hand. It was a guarantee for success that I still use today.

The McDonald's franchise has survived over 30 years because of the techniques they used to certify everyone could do the same thing, the same way, each and every time, without question.

Consider the following risks to your business:

- * Sales & Support Calls
- * Errors & omissions to Customers
- * Training New Staff
- * Loss of time to inefficiency

We all know the dreaded Telemarketers use Sales Scripts & Checklists to achieve their results. These have come from years of experience and millions of dollars worth of investigation on what works, when, and how.

Developing a **Process Checklist** for areas within your business, will make training new staff easier as they are given the same training everyone else has received. Having them also increases the opportunity to delegate tasks to other staff, with them knowing exactly how they should complete it.

Look at all the major areas within your business and start creating checklists from the top down. It

does not matter if you do not get it all out the first time, but it starts you thinking about ways you & your business can work differently.

Always create a process checklist from the perspective that it will not be you doing the role

Consider the following areas where you might introduce a Process Checklist:

- ✓ Departing the Office (meetings)
- ✓ Customer Support
- ✓ Sales Calls & scripts
- ✓ Back Office Administration
- ✓ Employee Management
- ✓ Kitchen Management
- ✓ Inventory Management
- ✓ Internal Business Support

Having checklists will make your business become effortless and undemanding. You are then free to focus on the true nature of your business, without complicating your precious time with worrying about how you should do something.

You also create a more portable business. If you decide to expand your business to another location, you know that things are done exactly the same way, and employees moving between locations do not require any additional training before they can work.

You take the guess work out of the equation, becoming more effective and efficient.

Thanks 4 can help you to identify all ways to make your business work better for you, looking at developing Processes, Time Management, Financial Risks and Waste. Then we can help you turning those Risks into Opportunities for you, and plan the way forward.

Contact **Thanks 4** on 02 8060 0061 or download our inexpensive **Quick Business Assessment** at www.thanks4.com.au to understand how your business is currently situated.

Can you really afford to wait one more day?