

BIZDOC's Best Business Bangs

1. Put your prices up
2. Gather a database of customers and use it to communicate with them
3. Deliver you service/product with routine consistency
4. Set profit and revenue budgets and forecasts
5. Work ON your business at least 5 hours a week, not just IN it
6. Pay yourself first
7. Have a profit account
8. Stop discounting
9. Sell more fast moving, high margin products and/or services
10. Reduce costs by 10%
11. Negotiate better deals with your suppliers
12. Inform customers of your entire range
13. Ask for the sale
14. Offer add-ons
15. Up-sell and cross-sell
16. Train your staff in sales
17. Use checklists
18. Test and measure Key Performance Areas of the business
19. Use sales and service scripts
20. Train your staff in customer service
21. Have a point of uniqueness
22. Promote your guarantee
23. Focus on your A-Grade customers
24. Under promise and over deliver
25. Profit is more important than turnover
26. Keep track of the score constantly through up to date financial information
27. Delegate low value activities to others
28. Effectiveness is more important than efficiency
29. Take a holiday regularly to re-create yourself
30. Plan today the night before
31. Plan time and events with the people you love most
32. Make sure you have a Mentor, someone you respect