

Business Systems To Create.



Business systems should be anything and everything you do in your business. If something was to happen to YOU then will your company be able to operate without you smoothly? Systems help with this potential emergency. Be sure to write out the UNIQUE features of your company and how you uphold them, this list is pretty detailed but not entirely comprehensive since everyone's business is different. Use this as a template to get your systems started.

Office Systems

- Office Hours / Response Timing
- Email templates
 - Booked Consultations
 - Scheduled Vacant Jobs
 - Education based emails
- Phone & voicemail systems -how do you answer calls, How quick do you respond to calls.
- How do you book your appointments? set time slots or anytime that works into your schedule?
- Pricing Structure: Per Job vs Per Hour. Vacant per item or per room?? so many options.
- Invoicing : How and when do you invoice? Before a job, after a job is complete 50% upfront and 50% upon completion?
- Payments: What payments do you accept? Cash, Cheque, Credit Cards *EVERYONE should accept credit cards, it increases business from a plastic society. (I can provide you with a reputable connection to a processing system that offers free quotes and the best rates in North America)
- Refund policy: Do you offer refunds? discounts? to unhappy clients or lost jobs?
- STAFF: Do you want staff, if so how are they paid? Each state / province has different rules so it's best to research the benefits of staff Vs Indi contractors. I personally have STAFF for security reasons.

Growth Systems -Marketing / Advertising

- Desired Market is.....Realtors? Builders? Home Owners? Property Managers??
- Sales Scripts (Home Owners, Realtors, Builders, Property Managers)
- Interactions: How often do you connect with your realtors>
 - EX: Day 1: initial contact / meeting (networking, online etc)
 - Day 5: send a letter thanking them for the meeting / new connection
 - Day 10: send an email with something that made you think of them
 - Day 30 and every month after: Add to newsletter and market to them monthly.
 - 6 Months: Thinking of you letter -hand written
 - Christmas: Small gift of thanks / christmas card.
- Professional Photos: Do you offer them? Who pays? Who owns the photos? When are they taken?
- Social Media: What avenues do you use? Facebook, Linked in, Twitter, Instagram ETC, Who has access.
 - How often do you post? What do you post? When do you post? Automation -Hootsuite.

Field Work Systems -Staging

- Occupied Stagings.
 - Consultation System: HOW do you perform your consultations? Verbal, Written, Digital, Printed handbook, ETC many options
 - Do you rent accessories & decor to lived in homes or do you offer only shopping services.
 - Do you have partners to refer business to? Handymen, painters etc who are they & how do they like to be booked? Do you get a referral fee / commission or do you pass that onto your client?
 - How long are your consultations? 1hr, 2hr, 5hr detailed reports??
- Vacant Stagings
 - Consultations: How do you evaluate homes? do you measure? Do you take photos? do you do all the rooms while you are there or just the main rooms?
 - How do you PULL furniture & Decor?

- How do you do “Quality Control” is 1 stager always the lead? Who gets final say?
- Where do you source your furniture? Do you have it in-house? What is your budget for growth?
- Coordination: What are the steps from start to finish on an empty home?
 - EX: -View Home & Provide a quote (consult)
 - Quote approved -send contract and payment forms
 - Job scheduled with movers, truck and photographer & set up helpers.
 - Inventory & Decor is being pulled based on the quote’s information.
 - IN HOUSE staging: Goal time 2-4hrs.
 - Put reminder in calendar to follow up with client in 25 days for renewal in 5.

Warehouse Systems

- Inventory Storage / Protection -How do you protect your items?
- Inventory Turn over -At what point do you purge, sell or donate items in your warehouse?
- Inventory purchasing protocol -Do you shop locally or do you order wholesale? What is your volume?
- Tracking Systems -How do you properly track ALL items from furniture & decor in your home? (Darby)
- Who has access to your warehouse? How to they get in? Keys, Vs Warehouse Security systems.
- Safety protocol: How do people pull inventory, what safety protocols are in order? Where is your first aid kit?

BONUS: Employee Handbook (rules vary per state / province do research)

- Family medical leave policies
- Equal employment & non-discrimination policies
- Workers compensation policies
- Company’s History
- Paid time off policy
- Employee Behaviour -how must they conduct themselves?
- Position Description & Salary/ pay outline
- Hours of work, attendance & punctuality
 - Hours of work, Attendance & punctuality / overtime.
- Pay & Promotions -ensure this is clear to employees what to expect.
- Leave & Benefits
 - Holidays, Vacations, Sick Leave, Personal Leave, Military leave, Jury duty etc.
- Reimbursement of Expenses
- Seperation
- Return of Property owned by the company
- Outside employment terms

12 Folder System

- 12 Hanging folders labeled them **January -December**
- Have 4 folders labeled **Week 1, Week 2, Week 3, Week 4**
- Place all Meeting items, job renewals, notes, ordering times in the folder for a reminder.