

The Tool Box

"Tools to Assist in Building Your Financial Success."
Serving Morrow County Since 1994

A Free Publication of:
Morrow Development
Corporation
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**Are you starting a
new business?
Looking for
financing?**

*Perhaps we can assist
you!*

Contact our Officer of the
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mdc@windwave.org

www.morrowdevelopmentcorporation.com

Business Spotlight



Boardman Mini Storage (541) 567-4663

Store your items for a month or a year. Contact our **spotlight** business today for rates and excellent customer service!

Tips For Pleasing Customers



1. Teach employees to answer the phone with smiles on their faces. Phone experts say that customers will hear the smile in the employees' voices.
2. Hire people who love people.
3. Require that employees speak clearly and slowly enough to be understood—especially on the phone. Nothing turns off customers more quickly than impatient, sullen, or indifferent employees.
4. Make sure employees have a thorough understanding of your products and services so they can answer customer questions.
5. Give employees leeway to meet customer needs. Does a vegetarian in your restaurant want a meatless meal? Be sure waiters know they can make substitutions.

www.score.org/5_tips_s_cs_2.html

“There are two kinds of people, those who do the work and those who take the credit. Try to be in the first group; there is less competition there.”

Indira Gandhi



Warning

Certain local governments in Oregon assess a business income tax. The business income tax applies to any individual, sole proprietorship, partnership, joint venture, association, club, estate, trust, corporation, or any other non-governmental entity capable of doing business. Wages earned by an employee are not subject to the business income tax. Make sure you check with your local government to see if you are subject to these local taxes.

www.toolkit.cch.com

Food for Thought

- ☰ Watch Cash Flow.
- ☰ Be careful in extending credit.
- ☰ Get rid of inventory that doesn't move.
- ☰ Maintain good relations with suppliers.
- ☰ Keep up with your bookkeeping.
- ☰ Learn to know when you are overextended and hire the right kind of help.
- ☰ Build a relationship with your banker.
- ☰ Treat your customers well.
- ☰ Treat your employees well.
- ☰ Try to make your business exceptional.

www.eoni.com/sbdc/StratPlanPage.htm

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