









































Margins Up 18% to 38%...

Repaid \$200k+ in Outstanding Debts...

6 New Team Members...

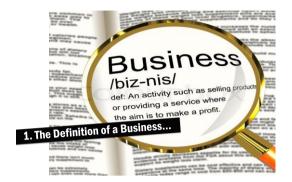
Sales up by \$1.6m...

Brought a new Farm...

Mark Watkins and Bevan Gully from Advanced Plumbing HB









The E Myth... Michael E Gerber...

		MORE THAN ONE MILLION COPIES SOLD!
The	Revisite	Myth
	Why Most	Small
Bus	sinesses Do	n't Work
and	What to D	o About It

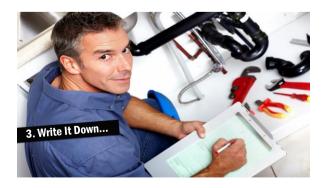






2. Turn Your Business Into an Asset	





Systems Run Your Business
ojoto

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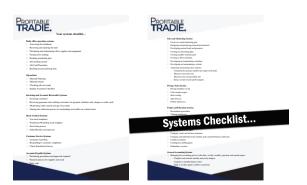










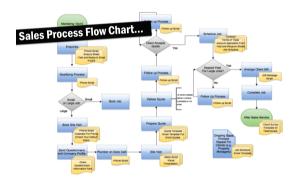












# Sales Process Steps...

	Task	Paper Work / Script	Who	Done
1.	Marketing 10 x 10 (Website, Ad Words, Direct Mail,	Marketing Collateral	Marketing Assistant	
	Yellow Pages etc.)			
2.	Receive Enquiry (Phone, Email)	Phone Script	Administrator /	
		Enquiry Sheet	Receptionist	
		Test and Measure Sheet		
		Frequently Asked Questions List		
3.	Qualify Prospects	Phone Script	Administrator /	
			Receptionist	
4.	Book Job if small maintenance job or repair.	Phone Script	Administrator /	
	Book site visit if enquiry requires quote or site visit	Calendar for Pricing / Sales Person (check your	Receptionist	
	Note: if large job (eg. Bathroom / Kitchen,	Default Dairy)		
	Renovation or new build make appointment for 5			
	working days)			
5.	Send questionnaire via email (only to large jobs)	Client Questionnaire	Administrator /	
			Receptionist	
6.	Send Company Profile / Information Packvia	Information Pack	Administrator /	
	Courier (only to large jobs)		Receptionist	
7.	Plumber of Deck Call (only for large jobs)	Phone Script - Plumber on Deck	Pricing / Sales Person	
8.	Site Visit	Sales Script	Pricing / Sales Person	
		Visual Sales Presentation (large jobs only)		
9.	Prepare Quote		Pricing / Sales Person	
10.	Deliver Quote	Quote template (Action Plan)	Pricing / Sales Person	
		Hand deliver Large Job Quotes (will increase	Administrator /	
		conversion rate)	Receptionist	
		Email template for email quotes		

## Sales Process Steps...

11.	Follow Up Quote (same day for email quotes to	Follow Up Scripts	Administrator /
	ensure quote is received)		Receptionist
	Note: Continue to follow up 3 days after quote is		
	delivered and then every 7 days until you get a yes		
	or a no (and you know why it was a no)		
12.	Client accepts quote / orders the work	Contract	Administrator /
	Deposit paid for large jobs	Terms of trade	Receptionist
		Account application form	
		Test & Measure Sheets	
		Job Schedule	
13.	Arrange Client Gift (for large job only)	Gift with message script	Administrator /
			Receptionist
14.	Complete the job		
15.	After Sales Service (complete within 2 days of job	After Sales Service Phone Script	Administrator /
	being completed)	Client Survey	Receptionist
		Template for Testimonials	
16.	Ongoing Sales Process for Repeat Clients (e.g.	Job Schedule	Administrator /
	Property Managers)	Email Template	Receptionist

### Scripts...





### Follow Up Script...



PROFITAB TRADI		
Sales Meeting Script.	In Sales Meeting Scrip	ot
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#### **KPI's Selector**

Marketing & Sales	Financial	Operation/ Production	People	Suppliers	Innovation
Market have Land by worre Name of the property of the propert	Bevereie     Profit Margh     Gross margin     Gross     Gross	1. Manubor of mendpower  2. Sealthy sublished in  3. Selfry e.g. Alph load or comp claim  4. Back orders  4. Back orders  6. Be-word (K, S)  7. Reponse time  7. Manubor of the self-wide order  10. Port Sele  10. Port Sele  11. Res of complaints  11. Res of complaints  12. White of complaints  13. White of complaints  14. White of complaints  15. Overtime  16. Maintenance costs  16. Maint	Studies of encloses:     Studies of Manager Engloyer     Studies of Manager Engloyer     ratio     A Abanterian Studies of the Manager Engloyer     employers     emp	Satisfaction with suppliers  1. Regensthermes  2. Costs compared to competition competition competition competition competition competition competition value value competition competitio	Recovers from new problems     Recovers from measured to the segments     Recovers from new cause from new cause from new cause from new cause from the segment from the se





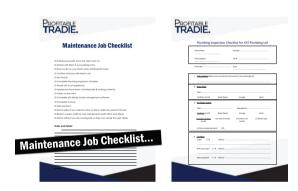














Payroll Processing - Smartpayroll.co.nz Smort Payroll
Username: XXXXXXXXXX
Password: XXXXXXXX
Once you have logged in, click 'Run a Pay'
<ol><li>In the drop down menu choose 'New Fortnightly' then click the arrow next to the date. Make sure the date matches the end date of the weeks you are paying for.</li></ol>
<ol><li>Double click the name of the person you are paying.</li></ol>
4. Add the number of hours worked, number of pay days and push enter.
<ol><li>If there are any bonuses due, click 'Add one off payment'. Add a reference and the amount.</li></ol>
6. Click Save
<ol> <li>Click 'Check Payrolf' where you can check the amount we are paying and the amount that will be deducted.</li> </ol>
8. Click 'Process and Authorise' and select the date. Click 'Submit pay and close pay period'.
9. Once that is processed the home screen will come back. Click the "Reports" tab at the top.
<ol> <li>In the left menu select "Company Controls" and then "New Fortnight" and in the drop down menu select the last payment date that was made and click "Display".</li> </ol>
<ol> <li>Save the file in the financials/payroll docs folder and save it "Company controls and the date" of the and of period</li> </ol>
<ol> <li>From here, go to the direct credit schedule, pick fortnightly and the date of pay period and and save this report under the financial/payroll docs as well with 'direct credit and date' file name.</li> </ol>
<ol> <li>Then click 'Payroll Register' and again pick the fortnightly and the date and click display and save this report too.</li> </ol>

Processes...



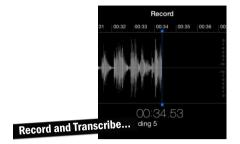
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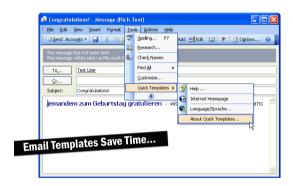


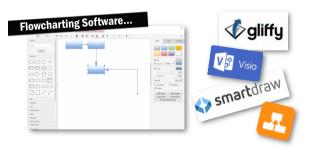














Have over 80 Pricing Templates
Freed IIn 8-10 Hours De

Neil now delegating pricing...













Questions...

