

# A “BBC”

## Boring But Critical list to grow your business

**Be vigilant** - maintain a focus on excellent customer service for your clients.

**Be reliable** - do what you have agreed to do, on time or communicate any delays to your clients.

**Be consistent** - review sales and revenue figures from the previous day to track performance.

**Be aware** - update inventory levels and reorder supplies as needed.

**Bottom line** - monitor cash flow and reconcile transactions in the business accounts.

**Be a leader** - for those with employees, assign tasks to employees and ensure they are on track with their responsibilities.

**Be a planner** - review upcoming appointments, meetings, and deadlines.

**Be up to speed** - review any new regulations or compliance requirements relevant to the business.

**Be customer focused** - address any customer complaints or concerns promptly and professionally.



**B**e online savvy - update social media channels or your website with any relevant news or promotions.

**B**e on it - review and update the business's financial records and bookkeeping entries and send out invoices speedily.

**B**e forward thinking - plan and prepare for any upcoming events or promotions.

**B**e a lifetime learner - keep learning and keep up to date, be open minded to learn new skills to ensure your business is benefiting from new technologies.

**C**heck emails and respond to any inquiries or messages from customers, suppliers, or partners.

**C**heck your business direct debits, ensure you are paying the agreed discounts with your suppliers and that you need the services that you are paying for via direct debits.

**C**heck equipment and machinery for any maintenance needs or issues.

**C**ommunicate with suppliers or vendors regarding orders or deliveries.

**C**lean and organize the workspace to maintain a professional environment.

**C**heck and update the the schedule for deliveries, pickups, or service calls.

