



Schooner Group, Inc.

Bringing Smooth Sailing to Your Operations

July, 2017

Volume 9, Number 7

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Vacation, What Is It?

Please feel free to forward this newsletter to your business partners and clients that will benefit from this information.

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Vacation, What Is That?

In this picture, a dry cleaner, the owner closed the business for vacation. This left the customers without their clothing and other items for the week. This closure has an impact on customer service and may impact those customers returning in the future.



Vacation is a word that can be missing from a business owner's vocabulary. Some business

owners are hesitant to take even the slightest bit of time off fearing the worst such as :

- σ No one knows the business like they do
- σ Their customers will get mad if they take a day or two off
- σ They are too busy
- σ No one to run the business

By having the proper business systems in place, an owner can take time away and the business will not suffer and customers will be serviced. But, not having time away from your business can be just as costly. These systems will also allow for the owner to take some deserved time off recharging their creative energies. The owner will then be able to move the business forward with new vigor and zeal. If it is too late for this summer, make sure your systems are in place for a well-deserved break in 2018.

If any of the above sound remotely familiar, *Schooner Group* is ready to assist you by assessing current business systems and identifying and controlling critical operations in order to improve the overall health and

success of the business. Once we get into the project, the business owner(s) recognizes the value of understanding and controlling the processes within the various aspects of their business. Call today to arrange a free meeting to discuss your individual needs.

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