



Schooner Group, Inc.

Bringing Smooth Sailing to Your Operations

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

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When the Best Product or Service Can Suffer

The little shop can have the best cup of coffee. The restaurant can have your favorite dessert. Your doctor can be understanding and helpful. Then you interact with the wait staff, manager, or receptionist, and ask yourself "Why do I come here?"

I have had these experiences over the past couple of months:

- σ While waiting for my coffee to be made, a customer known to the server comes in after me, and theirs is prepared first.
- σ The wait staff coughs into their hand, then picks up my plate of dessert with the same hand.
- σ The cook cleans the grill with a steel wool pad right next to my burger cooking on the grill.
- σ The nurse takes me into an exam room which still has a dirty "johnnie" on the table left over from the previous patient.



Does any of this resonate with customers or vendors that you are working with? The actions of the staff can have a significant impact on the business.

Schooner Group has assisted several of our clients with these very issues over the past few years.

- σ Documenting Operations
- σ Making Processes Repeatable
- σ Testing Processes for Proper implementation.

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.

Business Suffers with Loss of Key Employee

Most businesses have that one or two key employees. The employee that does one thing well, or the employee that knows how the entire business operates.

Recently I visited an establishment for one specific item. I was informed that the item would not be available for several months, as the only employee that makes the item is on a medical leave. This business relies on only one person to produce this product.

It is important to have these key employees, but it can be very detrimental to be solely dependent upon them for one product for the overall success or failure of the business.

Schooner Group can assist you in the review of your processes and prepare consistent documentation of your operations to ensure the continuation and success of the.

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