

Managing Your Systems While Moving Up the Ladder

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Its important to think like a Director now! How would you run your business if someone offered to pay you \$100,000 a year? What would you do differently? Would you get an office? Hire an Assistant? Get a filing cabinet? Move the kids toys to another room? Do it now!

Management is crucial, but it doesn't have to be complicated. Follow the K.I.S.S. method: Keep It Simple Sweetie!

Systems help you manage your business smoothly. A system is anything that allows you to run your business from start to finish, getting something from point A to point Z. An example of a system is laundry: dirty clothes are put into a hamper, then transferred to the laundry room where they are sorted, washed, dried, folded, put into a bin or basket and transferred back to their owner's closet. The same principles apply to our businesses.

There are 2 Areas of working your business: Personal and Team. These are systems you need to be working on getting in place. They don't have to be perfect but you should be progressing in each of these areas!

I. Personal Business Management:

1. Money Management:

- a. Make sure you're doing the 40/60 split.**
- b. Always submit your weekly accomplishment sheet**
- c. Start a savings account now for your taxes – set aside approximately 10- 15% so that you have enough if you owe money. If you don't owe any then you just made a interest on your 'tax return'!**
- d. Keep at least \$50 to \$100 in propay at all times to allow for quicker online ordering and misc. costs.**
- e. File your taxes, perhaps twice a year. Keep an accordian file with all of your receipts categorized for efficiency. Total them up and hand the totals to your accountant for easy tax processing!**

- 2. Inventory: a system from taking the product out of the box, labeling, shelving, selling, reordering, etc.**

3. Customer service:

- a. **Customer profiles/records of sales**
- b. **PCP/Month 2 mailers**
- c. **2+2+2 method of followup – track your customer communication.**
- d. **Birthday/Anniversary emails and cards**
- e. **Special showings and Open houses**

Each of these points provides a reason to be in contact with your customers. The average Customer wants to hear from their Consultant every month.

4. Coaching systems:

- a. **Hostess packets**
- b. **Pre-profiling guests**
- c. **Hostess awards/free products**

II. Team Business Management: these systems will develop as you build, but start creating ways to help track your team and support your new people.

- 1. Recruiting packets – to hand to prospective team members, should have a Choices CD (available on Linda Toupin's website), company brochure, your business card and a letter with your I-Story. See Holli's website for an awesome recruiting packet!**
- 2. Follow-up: make sure you're contacting prospects within 24 hours of sharing the opportunity with them.**
- 3. Communicate with your team members. Know their personal reasons for signing up to do MK and support their own personal goals.**

Until you are a director you do not need to worry about training your team members, doing interviews, or Step 2s. Your Director will take care of these things. Your job is to learn all you can – come to EVERY interview, Step 2, weekly meeting and special event provided!

No matter how far up the ladder we go, we must always make our personal business the focus. In order to help keep things balanced I have learned to do things in a certain order. When I sit down at my desk ready to 'work', I do 4 things in this order:

1. **Phone time working my personal business:**
 - a. **Booking calls – I don't get up until I reach my goal of calls or bookings**
 - b. **Coaching calls – I call, text or email my hostesses to keep them excited, get their guest lists, and remind them about up coming appointments**
 - c. **Selling Calls – follow the 2+2+2 formula: call each customer 2 days after meeting her, 2 weeks after, and 2 months after.**
 - d. **Recruiting calls – I call my personal prospects before I ever call anyone else's.**

I find that I can finish these 4 types of calls usually within an hour or 2. I don't let any emails or memos distract me until these 4 are done.

2. **Hold my own personal appointments. I love to bring my team members along with me so they can learn while I EARN! This way they get my support and time without me ignoring my own business.**
3. **Work with individual team members; attend interviews/Step 2s with my Director.**
4. **Do office tasks – catch up on emails, make misc. phone calls, deliveries, label products, etc.**

Here's something for you to think about: ITS NEVER TOO EARLY TO GET AN ASSISTANT! Even if its just a high school girl who'd be willing to come over and put labels on your products and wrap your deliveries and take them to the post office. If it isn't making you money, you can delegate it!

Lastly, it is very easy to get overwhelmed with the chaos of life and feel like you don't have it all together. But don't fall into the trap of thinking that you have to 'fix' everything before you can move forward. You'd never move at all!

***Balance does not mean Equal.* Your time doesn't needed to be divided equally between your family, business, church etc. in order to create harmony in your life. Keep the main things the main things and everything else will fall into line!**