

# Required Systems

## Employees / Contractors

- Hiring
- Reviews
- Firing
- Touchy Feelies
- Job Descriptions
- Follow Up
- Dress Code
- Scheduling
- Training
- Code of Honor

## Customer Service

- Return Policy
- Follow-Up
- Complaint Handling
- Touchy Feelies
- Engagement Letters
- WOW Program

## Financials

- Receivables
- Payables
- Cashflow Tracking
- Bookkeeping
- Pay Dates
- Terms

## Communication

- Telephone
  - Answering
  - Voice Mail (incoming and outgoing)
- Email
  - Format
  - Language
  - Signatures
- Touchy Feelies
  - Thank you cards
  - Birthday / Anniversary / Holiday Cards
  - Gifts
- Letters
  - Format
  - Language

## Marketing

- Business Cards / Letterhead
- Tracking
- Advertising Pieces
- Website
- Newsletters
- Signage
- Trade Shows
- Seminars
- Contests / Draws
- Templates

## Computers

- Maintenance / Back Ups
- Filing System
- Database
- Security (anti-virus, malware)
- Email Storage

## Personal

- Education (books, audio, seminars)
- Physical (exercise, sleep, nutrition)
- Time off
- Productive Time
- Planning Time

