

Little Things are Now Big Things.

In my book it's always been the little things that make a business work, but we are now seeing other experts from around the world voice the same opinions.

In my days in the hotel industry I would see a thriving business taken over by a new owner who essentially appeared to do nothing different, yet in about 18 months the business would be in trouble.

When I studied what set them apart I discovered the little things that most people miss and when you're dealing up close with people as they do in hotels it's the little things that are really the big things.

The little things are so small that very few people ever consciously notice them but collectively they really can mean the difference between success and failure. They are different in all businesses but the following list should give you the idea.

- Always smile
- Always be clean
- Be a happy person
- Welcome people
- Clean the windows
- Sweep the floor
- Clean the stock
- Tidy the stock
- Tidy the office
- Train your staff
- Listen to customers
- Know your products
- Thank customers
- Write to customers

Regards, Reg Templer
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