

# Title of Presentation

## Managing 1 & 2 Man Operations

**Facilitated by: The RIDDLE Family**



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# Managing 1 & 2 Man Operations

Open forum discussion between business owners and managers who operate 1 & 2 person appliance service companies.

Valuable exchange of ideas on how we currently operate our companies and how we envision the future in the industry.



# Managing 1 & 2 Man Operations

## INTRODUCTIONS

Where are you from, name, location, personnel,  
how long have you been in business?

## GROUND RULES

Speak freely

There are more ways than one, your method  
could be the answer for someone.

Share your experiences (Don't monopolize).



# Managing 1 & 2 Man Operations

## MANAGEMENT SOFTWARE

- Who – Rossware, Swiftlink, Logiserve, Personal.
- What – Part Inventory, Call Dispatching, Customer History, Tracking Referrals, Financials?
- Where – Office Only, Field Techs, PC & Laptops, Ipad, SmartPhones.
- Is it necessary?



# Managing 1 & 2 Man Operations

## PARTS AND INVENTORY

- Who handles the special orders?
- Who does the Part Research?
- System for maintaining inventory stock.
- How do you manage part returns?
- Physically go to local PD, Only have parts shipped (to the customer?).



# Managing 1 & 2 Man Operations

## MARKETING / ADVERTISING / PROMOTING

- Yellow Pages
- WebSite / Internet
- Direct mail
- Discounts / coupons
- Networking / Community Clubs
- Other



# Managing 1 & 2 Man Operations

## REPORTS

- What reports do you use / how often.



# Managing 1 & 2 Man Operations

## FINANCIAL RECORDS

- Bank statements / QuickBooks
- Industry management software
- Accountant / CPA
- Other



# Managing 1 & 2 Man Operations

## CUSTOMER BASE / MAKEUP %

- Cash on Delivery COD / Repeat customers
- Manufacturer warranty customers
- Third party warranty customers
- Home warranty customers
- Property management / Realtors / Apartments



# Managing 1 & 2 Man Operations

## LARGER COMPANY CROSSOVERS

- Printed Mission Statement
- Policy Manual
- Procedure Manual
- Official meetings



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# THANK YOU FOR ATTENDING!

