

7 Tenets of Taxi Terry

1. Set high expectations and then exceed them
2. Delivering, what helps the customer helps you
3. Customers are people, so personalize their experience
4. Think logically and then act creatively and consistently
5. Make the customer the star of your show
6. Help your customers come back for more
7. Creating joy for your customer will make your work and life more joyful

VALUES

Rank in order of your priority

- ___ Respect
- ___ Recognition
- ___ Adventure
- ___ Trust
- ___ Safety
- ___ Integrity
- ___ Innovation
- ___ Wealth
- ___ Fairness
- ___ Intelligence
- ___ Loyalty
- ___ Beauty
- ___ Honesty
- ___ Happiness
- ___ Variety
- ___ Accountability
- ___ Fun
- ___ Security
- ___ Success
- ___ Excellence
- ___ Compassion
- ___ Equality
- ___ Health
- ___ Flexibility

Skills Required for Small Business Owners

- Engineering
- Operations
- Manufacturing
- Maintenance
- Human Resources – Hiring, Labor Relations, Employee Relations
- Benefits
- Transportation
- Shipping/Receiving
- Inventory Control
- Financing
- Information Technology
- Planning
- Marketing
- Environmental
- Safety
- Quality
- Accounting
- Billing
- Accounts Receivable
- Accounts Payable
- Budgeting
- Contracts
- Procurement and Supply Chain
- Web Development
- Telecommunications
- Customer Support/Customer Service
- Research & Development
- Government Affairs
- Planning & Zoning
- Construction/Building Codes
- Etc.