

MANAGING OS PAYMENTS

Sales – processing money

- ❑ Dedicated space to process and wrap
- ❑ Square or other CC processing method (many use Paypal)
- ❑ Ipad or phone to operate square (charged!)
- ❑ Phone number on checks – other info?
- ❑ Two-sheet sales book (several)
- ❑ Code sales if sharing book
- ❑ Cash box (start with \$60 small bills)
- ❑ Calculator(s)
- ❑ Pens (lots, and working!)

Sales – Making your client feel special

- ❑ Any packaging or packing materials needed for safety of purchase
- ❑ Tissue or other wrapping (to protect objects)
- ❑ Bags – various sizes
- ❑ Scissors
- ❑ Tape
- ❑ Ribbon
- ❑ Business card

Think about the customer's experience:

- ❑ Be organized
- ❑ Have redundancies
- ❑ Be efficient
- ❑ Know what info you need from them, and have info ready to share
- ❑ Remember that every part of your visitor interaction is cultivation