

How To Get Repeat Business

By Chuck And Sue DeFiore

How To Get Repeat Business

Chuck And Sue DeFiore
coaches@homebusinesssolutions.com

Home Business Solutions <http://www.homebusinesssolutions.com>

A concern for many of the participants in the survey results was repeat business. One of the best ways to get repeat business is to outline what makes YOU want to do business with someone else again, and apply these same questions to your own business. Ask yourself the following: Were you clear as to what you wanted or needed? Were all your needs met based on what you told the business you wanted or needed? Were they courteous, friendly? Did you get what you needed in a timely manner? Did they follow-up with you (to see if you were happy with their product or service)? Did you respond to a follow-up?

The kind of questions are going to depend on the business or service offered. For example, when we finish a lease purchase deal we send final letters to both the tenant/buyer and the seller, and tell them it was a pleasure doing business with them, we wish them the best, and we would appreciate a short note if they were happy with our services. We include a self addressed stamped envelope for their convenience, and ask them if they know of anyone that could use our services.

For those of you that sell products, follow-up with a survey, letter or telephone call to find out how the product is working for them, do they have any questions. Are you providing support for this product, if so, this is a great time to go over the support you provide, and other products you offer which your customer might need in the future. Be sure to send your customer updates on this product and others that might be appropriate.

For those of you that say in Creative Real Estate once the deal is done it's done. Yes, it is if you are acting as an investor only. However, our credo is if you approach Creative Real Estate as a business, and run it as a business, the business will come to you, rather than you having to keep finding the deals.

Copyright DeFiore Enterprises 2001

=====
Interested in having your own successful, home based creative real estate investing business? Chuck and Sue have been helping folks start successful home based businesses for over 17 years, and we can help you too! To see how, visit <http://www.homebusinesssolutions.com> for the latest FREE tips and tricks, educational products and coaching in creative real estate investing and home based businesses. No time to visit the site? Subscribe to our FREE "how to" Home Business Solutions Digest, it's like having your own personal coach:
mailto:subscribeHBS@homebusinesssolutions.com

Get-Articles.com : 1000's of [reprintable business and internet marketing-related articles.](#)

[Submit your article for reprint.](#)