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**“We provide HR Solutions 4U... So you can focus on doing what you do best... Operating the Business.”**

**“Procrastination can be controlled by you when you recognize it and face it.”**

## Procrastination Can Kill The Business!



Is it Friday at noon and you must have a proposal or estimate for your client at a two o'clock meeting and you are just getting started? Too many other things got in the way during the week to allow you to get this proposal written and reviewed until now. The adrenaline rush thrill of doing it at the last minute is something you are accustomed to and you just may

be addicted to it. If any of this is familiar to you then you are a procrastinator. This could become a serial bad habit that will steal your opportunities, jeopardize relationships and eventually kill your business.

**What can you do?** You can first admit to yourself that you are avoiding the task because you have some fears or anxieties about your ability to get it done. Maybe it's the fear of what the results will be once you've done it. These are perfectly normal feelings and most of us get them at one time or another in business or in life. Once you face the task and focus on how you can complete it using time management and all available resources, then you can move forward with completing it. Getting started is usually the biggest difficulty. Here are a few tips that will help you manage procrastination:

- ✚ Immediately set a time to start the task and commit to that time. Put it on the calendar as an appointment.
- ✚ If the task is large, break it down into smaller segments that are accomplishable in your designated time allotment.
- ✚ Start anywhere on the task, just dive in and start.
- ✚ If you need help, ask for it. If you don't know what or how to do the task, find someone who does and get help. If this means you have to pay someone, then do it because it will be worth it to you and your business.
- ✚ Free yourself of distractions. If your work environment causes distractions then change it. Let your phone calls go to voicemail during the time you are working on your task. Don't accept interruptions during this time.

Putting things off until another time is something that happens to all of us. However, this luxury is rarely affordable in business. You must recognize procrastination and take control of it before it takes control of you and your business.

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## Basic Interviewing Guidelines...

When you conduct an employment interview, do you feel as if you are in an area that you are not quite sure about? Well join a significant number of business owners who are not quite sure what questions are illegal and what questions will get them the true insights they want and need to make a good hiring decision.

**“Improve your productivity and the bottom line with coaching from HR Solutions 4U”**

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Some basic guidelines that will assist you in the interviewing process are:

- ✦ Always be consistent in the interviewing process. Establish a set of questions based on the requirements of the job.
- ✦ Usually you will be safe developing your questions by drawing from the job description.
- ✦ Use the same set of questions for all applicants for the same position.
- ✦ Write the candidate's answers down so you will have an accurate record of how each candidate responded.
- ✦ Put your candidate at ease by welcoming them to the interview and thanking them for their time.
- ✦ Listen and don't feel as if you have to fill dead space. You should not be the one doing all the talking.

Good interview questions are open-ended and are geared toward receiving specific results. Some examples are:

- ✦ Tell me about a conflict with a co-worker and how it was resolved.
- ✦ Describe a recent difficult problem you faced at work and how you solved it.
- ✦ Tell me about a situation when you had to learn something new in a short time. How did you proceed?

Just remember that if the question is not job related or related to the performance on the job, don't ask it. Some examples of what NOT to ask are:

- ✦ Are you married?
- ✦ Do you have any disabilities?
- ✦ What religion are you?
- ✦ Where were you born?
- ✦ What is your birth date?

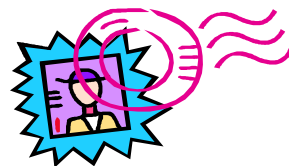
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## The Magic Words, “Customer Service”

All businesses have some level of customer service. There is an equal amount of success attributed to the level of customer service as well as the quality of the products or services provided. How do you make your customers say “WOW”? The answer is not just having good products or services but having the right employees to deliver them. Small businesses usually do a “fast hire” when selecting their employees. Spending more time recruiting and hiring the “right” person to represent your company will certainly pay off when they interact with your customers. It can be a crucial mistake to take for granted that employees are using good customer service skills as they represent your company. Give your employees training, set standards of performance based on your customer service philosophy and hold them accountable for their performance and actions. Just remember to acknowledge employees who exceed the standards as well as giving those who need some development the proper training.

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**Attention: Owners, Managers, Supervisors**