



NEWS UPDATE

Back from Planet Zog!

January 31st saw the deadline passing for the filing of the 2002/03 self-assessment tax returns. We are extremely proud to say that, for the seventh year in a row, every one of our clients' returns that we are responsible for was filed within the filing deadline date. There were a small number that came perilously close to the deadline but with the amazing collaboration between Moira, Sheila and Sarah here and the respective clients, full on-time filing was achieved.

January always seems to be a time when there is the added pressure of tax filing and clients, always for the best of reasons of course, can tend to delay letting us have the necessary information. However, this year we can relate to you the story of a non-client Solicitor from the Midlands, who called us on Monday 26 January seriously expecting us to complete his accounts and tax return by the Friday. I know we have a reputation of being able to dig people out of seriously large holes, but on this occasion, we politely declined the invitation to act!

Life in the office is now returning to normal (that's if you ever thought we were normal!) and in recognition of her enormous efforts (or so she claims) Moira is off on a very well deserved holiday for three weeks and will be back in the office on March 1st.

A reminder of some of the things we can do for you

We continue to run our monthly "Making Your Business Really Fly" workshops. These are a mind-blowing insight into just a few of the very simple strategies any business owner can adopt in order to enhance the value of their business and provide a far superior quality of life. These workshops are complimentary (that means FREE! and we really do mean free) and last for a whole morning followed by a sumptuous buffet lunch. If you have not already attended one of these, then please call Sarah who will be delighted to book you in on the next available slot. These workshops really are a MUST to any business owner who wants to be serious about having a valuable business.

Last week we ran a "Customer Advisory Board" for one of our clients. This meant sitting down with 10 customers of the business and interviewing them about their likes and dislikes of our client's business. The feedback has been fantastic with the client learning things about his business that he had never realised. The customers came up with really positive ideas about improving customer service and how the client could attract even more customers. The customers themselves really enjoyed the experience, particularly as no-one else had ever bothered to ask them of their views. At the end of the interview we received a spontaneous and enthusiastic round of applause which made us feel really good. Because not only had we facilitated a meeting that pleased the customers but our client has received feedback that will enable him to build an even better business. The meeting was conducted in a very nice pub in Surrey (not generally recommended!) and this helped create a really warm and friendly atmosphere. If you would like to talk about having a similar exercise carried out for your business, just call Peter and name the Pub!

2004 Budget

This is scheduled for Wednesday 17 March where we will learn more of Gordon's vicious attacks on the UK's entrepreneurs.

Peter