

Initial Consult Questionnaire¹

Name:

Business name:

Postal Address:

Post Code:

Email address:

Phone Number:

Mobile number:

Website address:

The following questions are designed to help your barnett&fieldhouse consultant understand more about your business, and ensure you get the most out of your initial consultation.

It is not a condition of your meeting that all questions are answered. Please answer only those questions with which you feel comfortable.

On completion this questionnaire is for use by barnett&fieldhouse only and will be treated as confidential.

Please list the specific product and services that you provide to your customers?

How do you feel you differ from your competition?

Do you have a speciality?

How many hours per week do you work in your business?

How many team members do you currently have?

¹ Please Note: The initial consultation is without fee and we guarantee to offer meaningful and useful advice on conclusion of this consult. Any request for a fee for this initial consult is to be reported immediately to either of the primary consultants, Martin Barnett or Paul Fieldhouse at the addresses listed at the end of this document.

Do you currently have any team challenges? And if yes what are they?

What are your key challenges in your business?

Who are the key decision makers in your business?

Have you recently had to deal with bullying, harassment or poor working relationships between members of your team?

Have you encountered disciplinary issues? If so, are these sporadic or sustained?

Have you had to deal with poor time keeping, i.e. team members arriving late for work or persistent absenteeism/suspected pulling 'sickies'?

Have you encountered a failing in standards, be that with customers/clients/ presentation, appearance, work etc?

When dealing with disciplinary or welfare issues, do you have a system laid down and is it largely followed?

Are your systems communicated to your team and are they understood by all?

How do you record disciplinary and welfare concerns?

How are your team members tasked?

Do you feel you have adequate supervision in place?

Would you like to be in a position where your team members are trusted to work largely unsupervised?

How often do you get your team together?

If so, what are the reasons you get your team together?

Do you have a system for rewarding staff who have performed up to or higher than the standard you demand?

Do you have pride in your team and do they take pride in you and your business?

Do your team interact well with each other, clients and all others they come into contact with, including suppliers, the public, the authorities, etc?

Do you have all the relevant documentation in place for your team?

Do you have a data base for customer records?

Do you have a Vision/Mission/Purpose for your business that is documented?

What are the top 5 key areas you feel you need to improve on in the next 3-6 months?

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Business Growth & Leadership Consultants











Thank you for taking the time to complete your questionnaire and beginning the process of developing your managerial and leadership systems.

The information will ensure that you get the maximum value from your initial meeting with your barnett&fieldhouse consultant. During this meeting, your consultant will ask many more questions to determine the root causes of some of many of the issues you are facing and offer suggestions for immediate improvement.

The only commitment you are giving at this point is the commitment to your own business improvement. Of course we would love to work with you and at the end of the meeting if we both see the value in working together then we will make a decision on how we might proceed.

At the meeting we will tell you a little more about our business. We offer various programmes, which start with our barnett&fieldhouse Business Leaders' club with an investment from as little as £60 p m through to our intensive business building and Leadership programmes ranging from £750 p m through to £1900 p m, depending on the programme you select and the size of your organisation.

Please return the completed questionnaire, either electronically to either of our consultants:

martin@barnettandfieldhouse.com

paul@barnettandfieldhouse.com



barnett&fieldhouse

Business Growth & Leadership Consultants

or by post to:

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