Is your admin finished?

Twenty quick questions for anyone who runs their business by appointment. Tick every one that's true today.

Bookings

- [ ] Clients can book themselves, any time, without messaging you.
- [ ] You decide who books straight in and who waits for your yes.
- [ ] You never get double-booked, and there's always time to tidy up between clients.
- [ ] Clients can change or cancel without a phone call, inside your rules.

Forms and records

- [ ] Every new client fills in a consultation form before they arrive, and you're told if they haven't.
- [ ] Health answers are kept private and secure, not in a drawer or a group chat.
- [ ] You can find any client's history, notes and permissions in seconds.
- [ ] You know who has agreed to appear in your photos, and who hasn't.

Getting paid

- [ ] New clients pay a deposit, so no-shows don't cost you.
- [ ] Your cancellation policy is written down, and it matches what you actually charge.
- [ ] Clients can buy gift vouchers online, and you can see every balance.

Clients coming back

- [ ] Reminders go out by themselves, the day before.
- [ ] Clients get aftercare advice without you typing it out each time.
- [ ] Regulars are nudged to rebook at the right time.
- [ ] Happy clients are asked for a review, without you having to remember.

Your website

- [ ] You're proud to send people to your website.
- [ ] Your prices and photos are up to date, and you only update them in one place.

Your business

- [ ] You know what you took last month, by cash, card and transfer, without a spreadsheet.
- [ ] Your client records are on accounts in your own name, and nothing about them depends on us.
- [ ] If you were ill for a fortnight, someone you trust could keep things running.

Your score

17 to 20: Finished. You're running a tight ship. We'd love to hear how you do it.
10 to 16: Nearly there. A few gaps are costing you evenings, and probably the odd no-show.
0 to 9: You've built the hard part: the skill, the clients, the reputation. Now let's finish the rest.

Every one of these is part of The Finisher, set up for you, under your own name.
Book a free chat at thefinisher.io

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