

6 December 2009



Business Sight  
PO Box 6720  
Kew Vic 3101

Dear Miles

It seems unbelievable to me now to recall that when I began the Business Sight Mentor Workshop, I struggled to find even a small personal goal but I guess when you're in survival mode, it's hard to look past the immediate day's needs. It's hard to focus on the future.

When I began the search for a business manager, I'd been working in my first business for 19 years and an additional second business for 3 years. But most days were filled with despair as I really was just trying to keep a lid on things.

However, thanks to the comprehensive information provided during your 11 day programme, I no longer struggle with goal setting. In fact, I no longer struggle with any aspect of my business.

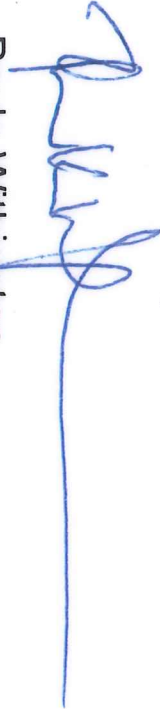
And why would I? During 11 days we covered:-

- the purpose of a business including vision and mission,
- structure, both organisational and legal,
- operations,
- human resources including OH&S,
- marketing, and
- finance.

During the workshop you equipped me with the necessary resources to grow the businesses. Indeed, some of the things you've helped me to achieve are the restructuring of those businesses, the writing and implementation of HR policy and procedures which made it much easier to attract new staff (of which I've engaged 5), further develop the branding of the businesses and given me a greater understanding of how to interpret the financial data of the businesses which will also help me to meet my goal of franchising one of them.

Thanks to Business Sight, I'm back on track. I'm relaxed. I'm focused. And I'm having fun once more.

Yours sincerely

  
Paula Withington  
General Manager

PO Box 41  
Ivanhoe Vic 3079

Ph: 1300 349 233 (1300 Fixadeck)  
Email: [info@fixadeck.com.au](mailto:info@fixadeck.com.au)

Fax: (03) 9499 9852  
Web: [www.fixadeck.com.au](http://www.fixadeck.com.au)

ABN: 64 122 523 871