

7th June 2013

Business Sight
Level 2, 700 High Street
East Kew, 3102

Dear Miles

It has now been almost 2 weeks since Wayne and I completed the 11 day workshop, presented by yourself and your colleagues. We would like to take this opportunity to thank you for showing us what we need to do differently, in order to grow our business further.

As you know from our first meeting, we had very specific problems, which were continually holding us back from the growth that we needed to make, in order to get Wayne off the tools and into a management position. The main problems we had were in the areas of recruitment and sales/marketing. So these sections were of utmost importance to us. We now have a much clearer understanding as to what we need to do differently and the significance in using the right professionals to assist us, to ensure we achieve our goals.

The section on self was a surprise to me, not because it was a new way of thinking, but because I underestimated the importance of my mindset in how I approach every area of my business. Indeed it is easy to see how a business could fail to thrive without its management having right mindset.

The three business planning sections-Financial, Marketing and Operations were at first daunting, as much of this material was new to us, and all the sections seemed like a lot of work. However, we were guided through the process and it is easy to see that without putting in this work and adequately planning for the future, the likelihood of failing is high. I can now see that all businesses, regardless of their size, need to plan in a structured way, or they stand the chance of failing. The Business Sight workshops covered all these areas and more. After 22 years working in this business, we now have the tools (and the confidence) to get serious about our business, and make the changes that will ensure our future success.

Miles, we would like to thank you, firstly for persuading us to invest the extra money in our business, so that both of us could attend the workshop together. Whilst the initial outlay seemed high, we now both have the same vision, and we are determined to achieve our dreams. We know this will be money well spent, and we will see great returns on our investment.

Your patience and persistence were qualities which made the workshop a success for us, and particularly your willingness to supplement the course with extra information, to suit our individual business needs and to ensure that we fully understood what we had to do differently. We are already speaking to some of our sub-contractors about what we have learnt at the workshop and we will recommend you to any trade based business that wants to take their business to a new level.

Yours sincerely,



Wayne and Colette Stewart