

## For the Client

### Description of Services

JEDC's Business Consulting Service gives small businesses low-cost access to highly qualified business experts who can help to increase their productivity and profitability. JEDC consultants work one-on-one with business owners to identify and understand their needs and the business results they want to obtain. Consulting services focus on business problems, while coaching services focus on the business owner. The Business Consulting Service uses in-house talent and independent consultants with extensive consulting and entrepreneurial experience to address a client's specific needs.

The Business Consulting Service is intended to provide confidential counseling and coaching with a focus on the needs of an existing or expanding business. Small businesses are generally defined as those with 50 or fewer employees and those with revenues under \$1 million. JEDC's Business Consulting Service is available to existing small businesses throughout the Southeast panhandle of Alaska.

Consulting services are available for:

- Revenue Growth
- Increased competition
- Customer base
- Cost Analyses
- Market research
- Feasibility studies
- Business plan development
- Financing
- Expansion feasibility
- Customer Service
- Business Acquisition
- Sources of Capital
- Marketing and Sales
- Accounting and Recordkeeping
- Tax Compliance
- Personnel
- E-Commerce

Coaching services are available for:

- Developing sound leadership capabilities
- Rediscovering your passion
- Navigating changes in the global economy
- Becoming time efficient
- Becoming fiscally efficient
- Managing your workload
- Clarifying goals
- Achieving more satisfaction with business and personal life

### Consultants

JEDC has professionals on staff qualified to assess the needs of small business clients and provide consulting services. Outside consultants and coaches have a background in counseling business owners and entrepreneurial experience, with knowledge in business planning, marketing, finance, management and human resources.

### Consulting Service Process

The *Client Request for Consulting/Coaching Services* is the document that starts the process in working with JEDC's Business Consulting Service. This is a short form that provides JEDC with some basic information about you and your business. The form can be filled out online and submitted electronically or printed and dropped off, mailed or faxed to JEDC. The form is also available at our offices, or can be faxed to you by request.

Upon receipt of the *Client Request for Consulting/Coaching Services* form, a JEDC staff member will contact you for an initial consultation interview.

### **Initial Consultation—FREE**

The consultant or coach will meet with you for an initial consultation free of charge. An *Initial Consultation* form will be completed during the interview process that further defines client needs and provides the necessary detail to identify the scope of work needed to improve your business or professional results. During this meeting the client and consultant will:

- Agree on the nature of the business or coaching needs that will be addressed by JEDC's Business Consulting Service
- Develop a Scope of Work that will be used in the *Client Engagement Agreement*
- Review information contained within the *Client Engagement Agreement* form

Following the initial consultation, the JEDC consultant will complete the *Client Engagement Agreement* which will be reviewed and approved internally by JEDC Staff. The approved *Client Engagement Agreement* must be signed by the client for the consulting engagement to begin.

### **Phase One: Client Consulting/Coaching—FEE: \$25/hour**

This phase includes up to 20 hours of consulting services based on the *Client Engagement Agreement*. The cost of the consulting to the client will be \$25 per hour, up to a maximum of 20 hours that will be completed in a period not to exceed 60 days. The client will pay a \$200.00 fee deposit or 50% of projected fees (whichever is less) prior to the start of Phase One services. Clients will be billed as work progresses, and the deposit will be applied to the final engagement billing. Any unused portion of the deposit will be returned to the client.

### **Phase Two: Extended Client Consulting/Coaching—FEE: \$60/hour**

JEDC's Business Consulting Service may choose to provide additional support to clients that have completed Phase One consulting. Phase Two's services will be provided at a rate of \$60 per hour, up to 30 additional hours, and will occur within a six-month period from the start of the engagement.

Clients can return for further consultations with JEDC one year after completing a round of consultations.