

## For the Client

### Description of Services

JEDC Business Consulting Service will allow Juneau's small business community to have access to experienced consultants and coaches at a reduced rate. Access to these consulting and coaching services will yield business growth and improvement resulting in an improved economy and job creation. JEDC Business Consulting Service will use a combination of in-house talent and experienced business consultants and coaches to address the needs for private business consulting services. Requests for consulting services for start-up businesses will be referred to the Small Business Development Center's Juneau office or the ROPES program.

### Targeting Small Business Clients

JEDC Business Consulting Service is available to existing small businesses throughout the southeast panhandle of Alaska with a focus on businesses in Juneau. Small businesses are generally defined as those with 500 or fewer employees and those with revenues under \$10 million. JEDC Business Consulting Service is intended to provide confidential counseling and coaching and will focus on the needs of existing and expanding businesses, especially those that provide jobs within the community. Consulting will focus in the following areas:

- 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

Business coaching will be established to further the success of business owners and their businesses. Coaching will focus on the following topics:

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

### Consultants

JEDC has several professionals on staff qualified to assess the needs of small business clients and provide consulting services. Outside consultants/coaches will have five years of experience counseling business owners and at least five additional years entrepreneurial experience, with knowledge in business planning, marketing, finance and management. Based on the input that is received from you during the completion of the **Request for Consulting/Coaching** form and the conversation during the **Initial Consultation** you will be paired with the best-qualified consultant/coach for your engagement with JEDC Business Consulting Service.

## Consulting Service Process Steps

### ***Client Request for Consulting/Coaching***

This is the document that starts the process in working with JEDC Business Consulting Service. This is a simple two-page form that provides JEDC with some high level information about you and your business. There is no cost for the completion of a **Client Request for Consulting/Coaching** form. Upon completion of the **Client Request for Consulting/Coaching** form a JEDC Staff member will contact the client for an **Initial Consultation** interview.

### ***Initial Consultation—FREE***

An **Initial Consultation** form will be completed during the interview process that further defines the client needs, and along with the **Client Request for Consulting/Coaching** provides the necessary detail to identify the scope of work needed to improve the client's business results. The **Initial Consultation** interview will be up to one hour in length. During this meeting the client and interviewer will agree on:

- Nature of the business or coaching needs that will be addressed by JEDC Business Consulting Service
- A Scope of Work that will be used in the ***Client Engagement Agreement***
- The ***Client Engagement Agreement*** will be reviewed along with Phases One and Two for the purpose of the client's understanding of the JEDC Business Consulting Service
- Immediately following the **Initial Consultation** the JEDC consultant will complete the **Client Engagement Agreement** which will be reviewed and approved internally by JEDC Staff before presentation to the client
- The approved **Client Engagement Agreement** will then be presented to the Client for execution, and the start of the consulting engagement

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

This phase includes up to 20 hours of consulting services from one or more JEDC staff/consultants, 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. Clients 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 within 10 days of receipt of final billing and report by Consultant.

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

JEDC 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.