

Business - End of Year/Christmas Holiday Checklist

The following is a list of things to consider when closing your business for Christmas even though it may only be for a few days. Knowing that the following are in place before you head away will give you piece of mind that everything is being taken care of and set up for a hassle-free return.

Create a business closure checklist with the following:

- Divert all calls** to a professional answering service or set up a professional sounding voice mail. If your business is open during the Christmas period, particularly for maintenance work, ensure that the phone is diverted to the appropriate employee and a schedule is set up if this is to be shared.
- Email auto responders** allow emails to be replied to with a professional response that either states your business is closed for a certain period of time, or the emails will be read by an employee who is on call. It should be mentioned that they should allow extra time for responses during the Christmas break.
- Business security**. If you have a premises where you store equipment and materials, ensure that you have a full checklist that covers every aspect of closing and securing the premises. If you have a security company looking over your business, ensure you are aware of their services during the break. If you have cameras installed, make sure that they are also set up and armed.
- Emergency contact detail**. If needed, can your team be contacted during the break? If they are switching from work phones, ensure you have an alternate number which can be used in case of emergencies.
- New year start date**. Is all of your team fully aware of the new year schedule and start times, so that everyone arrives back on the correct day ready for work.
- Thank you list**. Have all the appropriate people in your business been thanked for their efforts throughout the year? Often a very simple thank you card and acknowledgement of hard work and efforts goes a long way to ensuring that your employees feel appreciated.
- Client communication**. Have all of your main clients been communicated with regarding your Christmas/Holiday hours and availability? Make sure that you connect with those who may require your services so that they are aware of any changes during this period.
- Social media**. If you utilise social media to connect with your community, schedule posts before the break so that this is all taken care of whilst you are away. You don't need to go overboard. Keep it simple, fun, free of promotion and value-added.

For more tools and information on how to design an even better business contact the team at PROTRADE United at 1300-767774 or PROTRADEUnited.com.au.



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