

9.2 After The Sale

Once you have secured an approved quote, it is important to schedule the work as soon as possible for 5 reasons.

1. The sooner it is completed, the less likely you will encounter more graffiti that could be on a separate quote and could make you more money. It would also show the importance of the building being put on your GPP if there is a frequency concern for the owner.
2. Another tag might get put on top of the existing graffiti, which increases the thickness of paint and could cause the job to take longer than anticipated.
3. Your competition could have a chance to see the graffiti and provide a competitive quote.
4. Weather will always be a factor, so don't let a window of opportunity pass you by.
5. Your attention to detail and prompt service is what will create customer loyalty.

After the work has been completed, make sure your office systems are in place to acknowledge that it is ready for invoicing. Organization is important for small businesses as it is easy for things to fall through the cracks when there are few people doing many tasks. Sending invoices or scheduling are 2 of the major issues, so once you have a sale confirmed, try to get it finished and invoiced ASAP. You should even be able to send invoices from your phone immediately after finishing a job, depending on the accounting/bookkeeping software you are using.

It is also a good idea to have contact with the building manager after a sale and let them know that you will keep an eye on their building when you're in the neighbourhood. An extra set of eyes from someone they now trust is usually welcomed and you should ask them if they have any other buildings that you can keep a watchful eye on and provide quotes as they become needed.

Getting a site-list from managers is an amazing upgrade to your building database and can help create quick quotes on buildings you may have even been avoiding because finding owners can be hard, depending on the business that is being run out of the building. Finding the owners or managers for condominium buildings, gated properties, and factories can typically be more difficult.