Memo

To:	Tim Smith
From:	Eric Wellmaker
cc:	XXXXXX
Date:	October 15, 2024
Re:	Written Assignment 7.2

Preface

Tim Smith is a fictitious business owner who needs further guidance on how to increase profits through managing his supplies, suppliers, customers, bids and costs. Tim also needs a report which will show how to improve customer service practices. For this case assignment, I implemented two reports. The first is a scheduled report which will produce weekly highlights to support Tim's informational needs for his business (George, J., & Hoffer, J., 2018). The other report I will implement will be the key indicator report. This report will provide Tim with the necessary information so he can improve his customer service techniques to boost sales. The next section will discuss the scheduled report.

1. ERIC WELLMAKER

1. Eric Wellmaker

1. TimSmithLLC@example.com
2. www.downtowncarrepair.com

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BUSINESS HIGHLIGHTS

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VISUAL DATA

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IMPROVE BUSINESS HIGHLIGHTS

BUSINESS
HIGHLIGHTS

GOALS

The desired result for the business is to have positive customer reviews across various social platforms, have recurring positive profit margins and recurring supplier clientele.
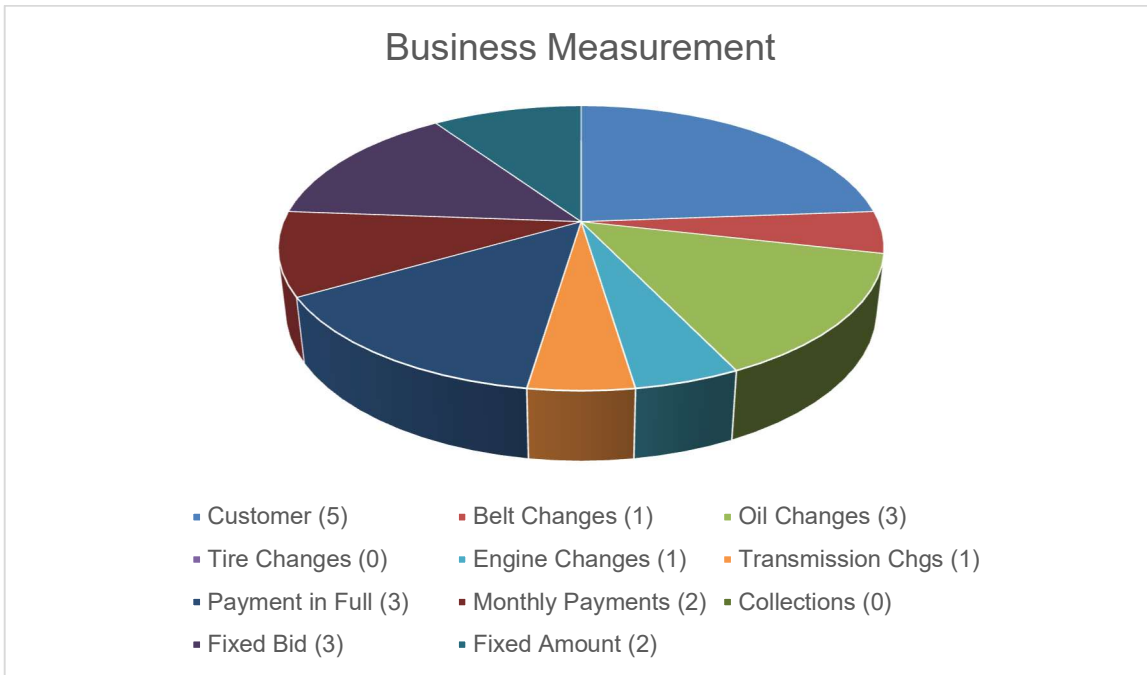
OBJECTIVES

The effort of the business should focus on customers and what can be done to get them to be repeat customers. The other is managing supplies, bids, costs and suppliers.

You don't build a business, you build people, then people build the business.

- **ZIG ZIGLAR**

I decided to keep the pre-loaded quote from the downloaded template because the words match the message of the case study. It is recommended once Tim should focus on obtaining repeat customers. This will build his foundation for demand, and he will have to reach out to his suppliers to obtain more subsidies to keep his business running.

Business Measurement

- Customer (5)
- Belt Changes (1)
- Oil Changes (3)
- Tire Changes (0)
- Engine Changes (1)
- Transmission Chgs (1)
- Payment in Full (3)
- Monthly Payments (2)
- Collections (0)
- Fixed Bid (3)
- Fixed Amount (2)

The pie chart shown above lists Tims customers, bids, payments, and jobs. This visual representation gives Tim a basic outlook of where he is and what has been accomplished at Downtown Car Repair Business.

I M P R O V E
B U S I N E S S
H I G H L I G H T S

PROJECT REPORT

PROJECT SUMMARY

REPORT DATE	PROJECT NAME	PREPARED BY
15 October 2024	Downtown Car Repair	Eric Wellmaker

STATUS SUMMARY

This customer service improvement report will give recommendations on improving the business Downtown Car Repair. Stylesheet based HTML is beneficial for advertising and displaying services and products. Website maintenance is easy to manage and update using stylesheet-based HTML.

PROJECT OVERVIEW

CUSTOMER SERVICE IMPROVEMENT PLAN	% DONE	DUE DATE	DRIVER	NOTES
Stylesheet HTML	0%	11/15/2024	Control layout and design of a webpage	More Customers funneled to website.
Tables	0%	11/4/2024	Reading Data Values	List Summary Reports
Pie Charts	0%	11/13/2024x	Compare Relationships	List of products by quantity sold

BUDGET OVERVIEW

CATEGORY	SPENT	ON TRACK?	NOTES
Fixed Bid	$8,000	Yes	Oil, Tires, Belts
Fixed Amount	$27,000	Yes	Engine, Transmission

ISSUE HISTORY

ISSUE	ASSIGNED TO	DATE
Customer Service Improvement	Eric Wellmaker	10/15/2024

CONCLUSIONS/RECOMMENDATIONS

Summarize report and give last recommendation for a website and mention the HTML thing. The scheduled and key indicator report given to Tim Smith was designed to assist him in running his business Downtown Car Repair. The scheduled report gave information which could be used to measure his services. The other report was used to provide important information.

References

George, J., & Hoffer, J. (2018). Modern Systems Analysis and Design (J. Valacich, Ed.;

9th ed.).