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QUESTION OF THE WEEK

What's your New Year's resolution for your business? How will you achieve it?

- » **Matt Dingeldein:** We will be streamlining the systems we put in place in 2013: Budget-driven estimating, better job tracking, automated e-billing and the like!
- » **John Shea:** Receipt organization. Made envelopes tonight for each month.
- » **Jake Zappy Achterberg:** Stay firm with my prices! Can't drop prices just to get the job. Need to make PROFIT.
- » **Terry Delany:** As a leader, I refuse to listen to the "negative committee" that sometimes holds meetings in my head. My team deserves a confident leader.

SEEN ON TWITTER

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@ADLandscaping1: RT @LandscapeMgmt NY landscaper finds \$1M winning lotto ticket in the leaves. ow.ly/s9ALQ

@BobcatCompany: What devices do you use? MT @LandscapeMgmt: Survey says landscape professionals favor iPads over any other tablets. ow.ly/i/48v1z

@CompostCrusader: RT @GreggRobertson opines on the upswing in government regulation of invasive plants and its effect on landscape pros. ow.ly/sltFm

WEB EXTRAS Visit LandscapeManagement.net » Click on Web Extras

To get a taste of **Weed Man's business plan and procedures (from page 16):**

- » Get direction on setting reachable goals with Weed Man's goal-setting worksheet.
- » View hiring evaluation sheets for managers and technicians.
- » Take business-planning pointers from a breakdown of the company's budgeting processes.
- » Download an office checklist of daily, weekly and monthly tasks.

For more on, "**How to manage your online reputation**" (page 22):

- » Reference Lewis Landscape Services' settlement agreement to cover your back from clients who retaliate via online reviews.
- » Learn how to ask clients to post positive reviews online.

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