

Returning to your Business

Created by: SBDC



Returning to Your Business

You're back!!

It will be tempting to jump into your old routine, but it's important to review **EVERY-THING** and make sure that you take the necessary steps to get your business up and running in a logical, legal and compassionate manner.

The people who kept things running in your absence need and deserve time to adjust to your return, and you need to evaluate what has occurred in your absence. Remember that **NO ONE RUNS YOUR BUSINESS LIKE YOU DO!** So relax, and keep an open mind while you listen and absorb how things were run and how others had to adjust to an important person being away. Hold back on the temptation to react to each person's story about the good and the bad. Things happened while you were away, but that does not necessarily mean that you need to react to them now. Instead, listen to all of the input and decide if or when you will take a course of action, or if you will just start from this point and move forward.

Another important thing to remember is that the people that took over your responsibilities probably feel a lot of pride for handling things. Immediately taking back all responsibilities may cause them to wonder if you appreciate what they have accomplished. Consider allowing your employees to continue doing some of the important tasks that they handled in your absence. This will free up time for you to take on new challenges, while it creates a sense of pride and permanent growth potential for your employees.

Your first challenge will be working through the *Returning to your Business* checklist to make sure that you have covered the basics. By allowing others to continue, you can concentrate on getting things organized, and contacting your clients and the business community to let them know you have returned.

This is a great opportunity for you and your business to grow and renew the commitment to your customers.

If you would like consider changes, expansion or transitioning your business to someone else, contact the SBDC in your area for free expert guidance. <https://americassbdc.org>

Thank you for your service! And good luck in your renewed adventure.

Checklist –Returning to Your Business

Completed	Task to Complete	Notes	Contact Name	Contact Number
	<i>Notify Business partners of your return date</i>			
	<i>Notify your employees and let them know when you will be returning to work?</i>			
	<i>Meet with management</i> ❖ <i>How did things go?</i>			
	<i>Notify Bank and Lenders</i> ❖ <i>Signing authority</i> ❖ <i>Evaluate financial position</i>			
	<i>Notify Attorney</i>			
	<i>Notify Accountant</i> ❖ <i>Review financials</i>			
	<i>Notify Insurance companies</i> ❖ <i>Change in business status or rates?</i>			
	<i>Determine who has taken over your duties and evaluate their performance (hint: they may not be the ones that you originally assigned)</i>			
	<i>Meet with key employees and determine whether some will continue with new responsibilities</i>			
	<i>Notify Customers</i> ❖ <i>Let them know who will be handling their accounts (you?)</i>			
	<i>Notify Suppliers</i> ❖ <i>Let them know who will be handling their accounts (you?)</i>			
	<i>Notify regulatory and professional organizations (local, state, federal)</i>			
	<i>Take inventory of business assets</i>			

Sample letters and announcements

Kept the business open – Keeping your fill-in person on the account

Dear _____

This letter is to make you aware that I have returned from my deployment with the _____ (U.S.Army, etc...), and will be returning to my business effective _____ (Date)

In order to maximize the efficiency of the company now that I have returned, I have asked _____ (Name) to continue servicing your account.

Please feel free to contact me if you have any questions or concerns, and note that _____ (Name) still has limited authority to enter into contractual, legal or financial arrangements made on behalf of the business. If any of those are required, please contact me to obtain official documentation and authorization.

Thank you for your continued support and I look forward to working with again.
Sincerely,

Your name

Kept the business open - I am back and will return to your account

Dear _____

This letter is to make you aware that I have returned from my deployment with the _____ (U.S.Army, etc...) and effective _____ (date) I will once again be handling your account.

I hope that while I was away, _____ (Name) handled your account effectively.

Thank you for your continued business during my absence, and I look forward to working with you again.
w/

Closed the Business Temporarily – I want your business back

Sincerely,

Your name

Dear _____

This letter is to make you aware that I have returned from my deployment with the _____ (U.S.Army, etc...), and I will be re-opening my business on _____ (date).

I hope that you will consider returning to our prior business arrangement, and allow me to once again provide you with the products/services you need.

I will be contacting you shortly to discuss your future needs, and answer any questions or concerns.

Thank you for your continued support and I look forward to working with you again.

Sincerely,

Your name

While deployed - Decided to close the business permanently upon return

Dear _____

This letter is to make you aware that I have returned from my deployment with the _____ (U.S.Army, etc...).

During my deployment, and after long consideration, I have made a decision to _____(close/sell) my business.

The last official date of my business will be (date). Therefore, I will be contacting you soon to make sure that our business has been settled in a timely manner prior to closing.

Thank you for your continued support; it has been a pleasure working with you.

Sincerely,

Your name