



**You look after
your **customers**.**

**Make sure you
look after your
business too.**



Getting the **best** out of your **business**

Matthews Business Associates is an accountancy firm based in Worcester Park. But we can provide you with much more than accountancy services. We can help you run your business smarter, more efficiently, and more profitably.

We specialise in helping small, customer service businesses and we understand the challenges you face.

Providing excellent service for demanding customers can make running your own business a 24 hour, seven day a week occupation.

You can spend so much time focusing on customer service that you neglect other aspects of your business. For instance do you know if every area is contributing to better profits and lower costs? It can. And it should.

We'll give you simple, practical business advice. Advice that will help you improve how you run your business and ultimately, make you more profitable. We don't just do your books. We help you do better in business.

We can help you to:

Get more sales from your customer. How?

- by knowing your customers' habits and interests
- converting customers into regular clients
- encouraging your customers to refer you to others

Sell more of the right products and services. How?

- by identifying your unique selling points
- with combined gift and service vouchers
- looking at what extras you should charge for

Optimise your stock holding. How?

- by looking at how much you hold and why
- finding what you can cross-sell with services
- looking at what you can sell to encourage customers to top up

Improve your payment terms and bookings. How?

- by offering early-bird discounts
- introducing off-peak pricing
- launching loyalty cards and incentives

Improve your business reporting. How?

- by knowing your customers
- knowing your margins for individual products and services
- knowing your cash flow

Get to grips with staff issues. How?

- by optimising team performance
- motivating and encouraging your staff to sell
- improving user satisfaction

Establish and promote links with other local businesses.



We do everything you would expect your accountants to do. We'll prepare your accounts, run the payroll, and advise you on tax issues.

But more than that, we'll work with you to make your business more successful and more profitable.

Here's what our clients say about us:

"MBA took a real interest in improving my profitability - I wish I discovered them when I started up."

SO, Internet Gifts, Worcester Park

"Matthews Business Associates always go the extra mile. They care about their clients."

TCG, Well-being Therapies, Wallington

"I got a personal service tailored to my company. They are a truly outstanding company."

HW, Photographer, Stoneleigh

"They gave me expert advice as I started up. They are always professional, friendly and very patient."

KC, Children's Educational Activities, Epsom

Matthews
BUSINESS ASSOCIATES LTD

The logo for Matthews Business Associates Ltd features the company name in a bold, sans-serif font. Below the name, the words 'BUSINESS ASSOCIATES LTD' are written in a smaller, all-caps font. A red horizontal line runs beneath the text, ending in a stylized red arrow pointing to the right.

Contact us to find out how we can help you
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