

Done by 5: 7 Rules for Owners

Most owners I talk to are good at the work. What gets them is the second shift: quotes, invoices, chasing money and retyping it all into the books after everyone else has gone home.

The 7 rules are on the back. First, take ten minutes with a pen and think about last week, not a good week. Nobody sees this but you.

The 10 minute check

Check every one that was true last week or this month.

- ☐ I sent a quote two or more days after the customer asked.
- ☐ A quote went quiet and I never followed up.
- ☐ Someone owes me for work finished over two weeks ago.
- ☐ I typed the same job, sale or bill into two places.
- ☐ I did paperwork after 9pm.
- ☐ I spent part of a weekend catching up.
- ☐ I skipped or shorted my own pay to cover bills.
- ☐ I can't take a week off without my phone.
- ☐ Someone at home asked "when will you be done?"
- ☐ Paperwork cost me a game, a dinner or a Sunday.

Checks: _____ Hours of paperwork after 6pm last week: _____

Times 50 weeks, that's _____ hours a year. If you checked three or more, start with rules 4, 6 and 7.

You're not the only one. In Intuit's 2026 QuickBooks Business Owner Report (1,305 owners), 57% said they missed a major personal milestone last year because of the business.

The 7 rules

Start Monday. You don't need new software for any of these.

1. Price it before they walk away.

Give the number at the counter, the door or the job, even a range, and send the written quote before you move on. People hire whoever got back to them.

2. Get the yes in writing, on the spot.

A signature, or a text that says "yes, go ahead at \$640." Repair, work or change order. It ends "I never said that."

3. Take a deposit on anything big, custom or special order.

People show up for things they've paid for, and you're not floating parts or stock on your card.

4. Get paid before it's closed out.

Make paying you easier than putting you off: card, tap or a link they pay at pickup, at the counter or before you leave. Rent works the same way: autopay beats chasing.

5. Follow up every quote at day 2 and day 7.

Set both reminders when you send it. Ask "What questions do you have?" After day 7, let it go.

6. Enter it once.

If a job, sale, work order or vendor bill gets typed in two places, one of them should fill itself in or go away. That's where the 10pm hours hide.

7. Close the office at a set time.

Pick the hour and keep it like an appointment. What isn't done waits for tomorrow. Tell the people at home. They'll hold you to it.

I'm Grant. I left a corporate job to help owners get these rules running on their own, so the quote, the yes, the payment and the books happen when the work does. If you want to go over your check together, book a quick 15 minute video call, or I can call you. If I can't help, I'll tell you.

Grant

Grant Knobloch, Mile Two | Text me: 309-681-1003

Book a time: calendar.app.google/raSufMJyqpYSe9KC6