

***You're It!***

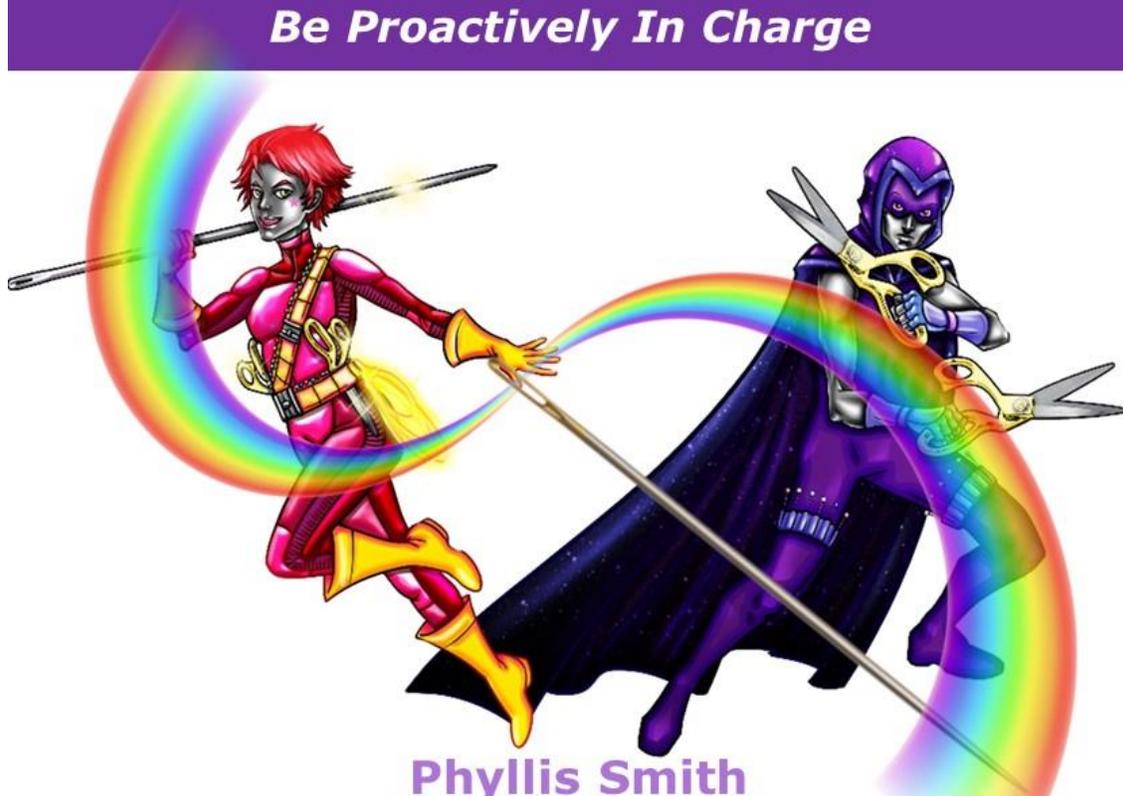
**SEW**

**SHORT READ**

**Your Way  
to Home Business  
Success Now & After  
COVID-19**

**10 SOLID SHOP  
POLICY SUGGESTIONS**

*Be Proactively In Charge*



**Phyllis Smith**

**The \$100 Startup for Super-Hero Sewists**



**ALTERATIONS BY PHYLLIS**  
with  
**DANCING FABRICS**

**If you sew and sew well, you don't need to despair a lost job because you can grab just \$100 from somewhere and get going providing alterations and sewing services including fabric artistry that people are still seeking from the comfort of your home.**

**The time is now. Get going!**

**Home Sewing Business  
Success *During & After*  
COVID-19**

Created by Phyllis Smith  
Stillwater, MN, USA

<http://www.alterationsbyphyllis.com/video-tutorials>

**10 SOLID POLICY SUGGESTIONS**  
**Why Having Them Is Best Practice**  
**Why You Should Develop Your Own**  
**Based On These Guidelines**

**Imagine** that you're sitting in your dedicated sewing room just a year from now surveying all that you've created with great satisfaction.

**In one corner** of the room is your attractive, eclectic and maybe even quirky collection of sewing machines and tools that customers admire.

**Across one of the walls** you display your emerging brand of women's designer clothing line consisting of pullover hoodie, leggings, tank or tee, flared skirt short dress for over leggings and skort/shorts. Just 5 hot items that clients can't leave without.

**And what's a wardrobe without** its designer handbag that you've acquired the perfect machine to stitch up and clients go gaga over.

**Folded neatly on display in another area** is your emerging brand of children's clothing, baby layettes, adorable toys, simple and irresistible designs.

**Available on shelves** are DIY kits of various types – hand embroidery, beginner sewing for kids, fabric painting, fabric marker coloring, cut and sew – you conjure it, you create it!

**Unforgotten** are other fab items you've created that perhaps are not fabric artistry yet are complementary such as paper creations, bead art, ceramics – honestly, don't let me overwhelm you with YOUR.OWN.TALENT.

**How can you achieve your new REAL normal?**

**Let me show you.**

# ALTERATIONS BY PHYLLIS with DANCING FABRICS

*All about running your own alterations & sewing business from home!*

Created by Phyllis Smith - Alterations by Phyllis with Dancing Fabrics - Stillwater, MN, USA

<http://www.alterationsbyphyllis.com/video-tutorials>

## **Are You Ready To Explore 10 Solid Policy Suggestions That Will Proactively Save You Headaches?**

**This Section Is For New As Well As For Existing Sewing Business Specialists Specifically During and Post COVID-19 – because your intent is to DIVERSIFY and always be in charge**

### **Why Having Policies Is Best Practice**

#### **Why You Should Develop Your Own Based On These Guidelines**

Nobody says you must have them. Sometimes the idea of policies seems like a bunch of rules. They're not really "rules" per se; what they really are is strategy to follow for when you find yourself in certain situations. They're preventive measures to keep in mind – because it's not "if" situations will arise that you need quick response to, it's "when" situations will arise – because they...will...arise.



*There's an art to being friendly and playful with customers while still being totally in charge.*

1. Payment. Know how you want to handle payment. Get solid on this.
2. Will you take appointments or allow drop-ins.
3. Re-do's. How are you going to handle requests for re-do's?
4. Snags in sheer fabric, such as formal wear dresses.
5. Responsibility for showing up to 2<sup>nd</sup> fittings.
6. Shoe policy.
7. Have a behavior policy in mind. That's right – you read that correctly.
8. When you make a mistake, what will you do.
9. Rush jobs, rush fees, client responsibility for timely drop off and pick.
10. How do you imagine handling returns and exchanges...and the odd request?

1. **Payment.** Know how you want to handle payment, especially when someone has forgotten to bring money. Just remember – you are as worthy of payment as any brick and mortar store that would never allow someone to take a product out of the store and come back later with payment. Have firmly in your mind how you will handle strangers, friends and family when it comes to payment. I've found that approximately half down up-front causes the client to become invested in the job and is the magic that brings them back within a reasonable amount of time to pick up and pay the remainder.
2. **Appointment timeliness.** Decide if your home set-up can withstand customers dropping in like a store front or if you need to take appointments. Either way is valid. I need to work by appointment because of my small space since I can't have a crowd waiting (or wandering) in my house and is therefore more practical to know who's coming and going and when. Increasingly, however, the world finds it hard to make yet one more appointment in otherwise appointment-crowded lives. Still, you need to know just how flexible you can realistically be on this subject.
3. **Re-do's.** How are you going to handle requests for re-do's? When your work is great, a re-do is very seldom requested. When it's plainly your fault, of course you re-do it graciously. When the request is whimsical, e.g., "I wonder if we can take this up another ¼ inch," then my suggestion is that you graciously agree and assert a charge will be assessed. Especially I assert this when it comes to whimsical waist adjustment requests on garments because our waists are the most changeable part of our bodies. Whether or not you agree

with this policy, my best advice is to know spot-on and be able to state clearly and confidently what *your* policy is.

4. **Snags in sheer fabric, such as formal wear dresses.** My best advice is to have clients sign off on the job ticket that you're not responsible for snags in sheer. You will be so glad if you have this policy in place – because I find it to be the magic that then snags don't even happen! Those dresses go through rough and tumble to be altered, and there's lots of potential for snags to happen even at our most careful. A customer can put a snag in sheer fabric just by trying it on, stabbing a heel through trailing fabric. Cover yourself or not, it's up to you how you feel about that.
5. **Responsibility for showing up to fittings.** When you estimate at initial consultation how many fittings a garment may require, that lets the client know how masterful and knowledgeable you are, and that they need to be responsible for showing up to additional appointments.
6. **Shoe policy.** How many times has a customer forgotten shoes and said, "Oh, that's okay!" Many, many times have I heard this statement. I have them sign off on no responsibility for hem length disappointments when they didn't bring the right shoes. If they're going to wear flats, that's a different story. When you show how interested you are in the most perfect outcome possible for a client, that person takes notice and becomes your loyal customer.

7. **Have a behavior policy in mind.** That's right – you read that correctly. The odds are you will at some time or another experience some behavior problems such as anger, disgust, deceit, etc. The most likely candidate for this type of behavior compromise will be the bride. Practice and know in your mind how much histrionics you will allow remembering that you have the right to terminate a job at any point – as do they – during the job. But not without payment up to the point of severing the relationship. You already know, or will soon learn, how to read people and know who will be harder to deal with than others. Just be prepared. Don't be scared or dread anybody, simply know who you are and that the customer and you can be right at the same time, you can be wrong, and the customer definitely can be wrong.
  
8. **When you make a mistake.** Know how you will handle this ahead of time. I bet it will never happen to you. If it does, you'll feel badly, of course, and you'll need to compensate the client. Plus, you'll have to figure that out on your own because each unique situation is going to call for a unique remedy. Yet – have a policy in place about the right to devise a creative solution, if you feel there is one. If it's actually the customer's fault and you just don't want to fight it, you'll need to come to terms with just what you are willing to do...and live with it. Because you will live through it and it may make a great story to tell later, believe it or not.
  
9. **Rush jobs, rush fees, client responsibility for timely drop off and pick up in the rush situation.** I love rush jobs. I love to help, I

love to get the rush fee, and I love to save the day. Decide upon whether or not you're going to be the rush job alterations specialist. I happen to be the only one who accommodates rush jobs in my area. I just make sure I'm always pretty much on top of the non-rush stuff so that I can take on the true rush situation. Decide if you want to offer rush services and get all the money up front in cash, is my best advice.

10. Will you allow returns and exchanges on products? Get clear on how to handle requests on custom items and sale items. If you come across a situation unsure how to handle, try to avoid a snap judgment you'll regret later. Tell the client you'll decide and get back to them. Avoid being pushy and getting pushed. You're in charge!

Now that you've considered all these policy guidelines, I can confidently assure you will encounter few problems. That's because you will exude confidence to your customers. Trust me, you know what you're doing, you're in charge, and you do great work. Devise your own policies, gather a following and become an industry icon.

**What a stitchery legacy you shall create! Good luck!**

Now is a good time to visit my Amazon [author page](#) and consider a few other short reads to glue your clever business together into a robust money-making machine that has you humming at your sewing machine.

Or visit my website for an even better short reads deal [here](#).

Skills Assessment – Do You Have What It Takes?

14 Essential Business Setup Tasks, Step-by-Step, In Exact Order

How Much Money Can I Expect To Make?

How To Prevail Alongside Competition

How To Write A One-Page Easy Business Plan

How To Deal with Invoicing, Bookkeeping & Taxes

Tools of the Trade

How To Write Store Policies To Save Your Butt

Don't Want People In Your House? Loads of Alternatives, Darling!