



**businesssuites®**  
*Providing the Freedom to Succeed*



## Questions to Ask on a Tour

### Why are you priced differently from the competition?

Some providers will have additional fees that are not included in the base office rate. Be sure you have the final price of an office so can compare apples to apples.

### What are three things that make you better than the competition?

Look for responses like professionalism and customer service. At BusinessSuites, we hire the best people to take care of our clients. At the end of the day, office space is a commodity but the service and people providing the service are not.

### Why would someone pick the competition over you?

Everyone has a different goal of what they want out of an office (location, price, feel). Look for an answer that matches your goal.



## Things to Do on a Tour

### Look in the refrigerator.

Is it clean? Cleanliness is a big red flag for the type of care and detail the center team provides.

### Sit in the lobby for ten minutes and observe.

You want to make sure the center is professional enough for you and for your clients.

- ➔ Is the receptionist friendly?
- ➔ Does he/she answer the phone well?
- ➔ If your biggest customer called, would you want that person to answer the call?
- ➔ Would you hire that receptionist?
- ➔ Does the manager follow up with you after your tour? If they don't follow up then, will they follow up with you when you have an issue with your office?

### Ask a client walking by how they like officing there.

Does the team solve problems quickly? Is their number one priority your number one priority? Client reviews are the best way to find out if the services provided match your expectations.

### Read before you sign the contract.

Look for hidden fees. Business Continuity is not required at BusinessSuites.



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