



Heart of Gold Entrepreneur Tool Box Operations Plan Worksheet

Use this worksheet to help you outline the content for the Operating Plan section of your Business Plan!

1. What is the “flow” of your business when it comes to interacting with customers? Fill in the blanks here:

- How do customers find you?

- How do customers buy goods or services from you?

- How do customers pay you?

- How do you deliver goods or services to your customers?

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- Are there any other ways you'll be interacting with your customers?

2. For each of the items you listed above, brainstorm the equipment, support, technology, supplies, time, and/or staff you'll need:

- How customers find you:
Equipment: _____
Supplies: _____
Technology: _____
Time: _____
Staff: _____
Other Needs: _____
- How customers buy goods or services from you:
Equipment: _____
Supplies: _____
Technology: _____
Time: _____
Staff: _____
Other Needs: _____
- How customers pay you:
Equipment: _____
Supplies: _____
Technology: _____
Time: _____
Staff: _____
Other Needs: _____

