



WHAT YOU MUST DO IMMEDIATELY WHEN AN EMPLOYEE LEAVES YOUR COMPANY

I have been trying to track down a billing issue with a company for over a month. After sending yet another follow up email to my account manager today, I finally received a response. It started out by saying "So-and-So is no longer with our company..." The first thing that crossed my mind was how long has So-and-So been gone, and more importantly, how long have emails from his customers been going unanswered.

This reminded me of a time when I ran into an ex-colleague who said, "I was really getting upset with you. I was trying to solve a customer's admin problem. I left you voice mail messages for weeks before someone happened to mention that you were no longer with the company."

Situations like these are very frustrating to both your internal and external customers. Not only can you lose them forever, the frustrating part of it is that their loss was completely preventable!

When an employee leaves your company, here are 5 tasks that every manager should do immediately. When I say immediately, I do not mean within the week, I mean the same hour, or at the very least, the same day.

1. Set an auto-responder on the ex-employee's email address stating that the employee is no longer with the company and who the customer should contact now. Just deleting the email address all together will only create an automated undeliverable email message and create further frustration.
2. Change the ex-employee's voice mail message stating the same as the automated email message. Also, ensure that you change both the office phone voice mail, as well as the message on the company provided cell phone.
3. Send an internal email memo to all employees in your company stating that the employee is no longer with the company and who will be handling his accounts until a replacement is found.
4. Change all the office locks and security codes that the employee had access to.
5. Change all passwords to all computer programs that the employee had access to.

It's inevitable. One day a sales representative will leave your company for good. Be it by his choice or yours, you have to be prepared and act immediately to smooth the transition. If you don't, your own lack of action could cause your company irreparable damage.

Aim Higher!

For a free copy of our white paper How To Recruit The Best Sales Professionals, visit our Download Centre at www.b2bsalesconnections.com/download_centre.php

Do you need an expert sales management coach who is affordable and accessible? For less than an average dinner out, you can consult with us every day and receive the personal direction you need. For more information, check out www.b2bsalesconnections.com/coaching_services.php

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Susan A. Enns is managing partner of B2B Sales Connections, an online sales training website with free sales resources, a specialized job board & free resume listing services for business to business sales professionals. She has a proven track record of success, with over 22 years of direct sales, management and executive level business to business experience. Her accomplishments include being the top sales rep in Canada, managing the top sales branch, and achieving outstanding sales growth in a national channel sales organization. She has written the downloadable e-courses "Action Plan For Sales Success" and "Action Plan For Sales Management Success", created numerous automated sales tools, and she writes and edits the company's newsletters. Currently Susan serves on the Leadership Executive of the Sales Professionals of Ottawa as President. For more information, visit www.b2bsalesconnections.com or contact Susan directly at senns@b2bsalesconnections.com, www.twitter.com/SusanEnns, or www.linkedin.com/in/susanenns.