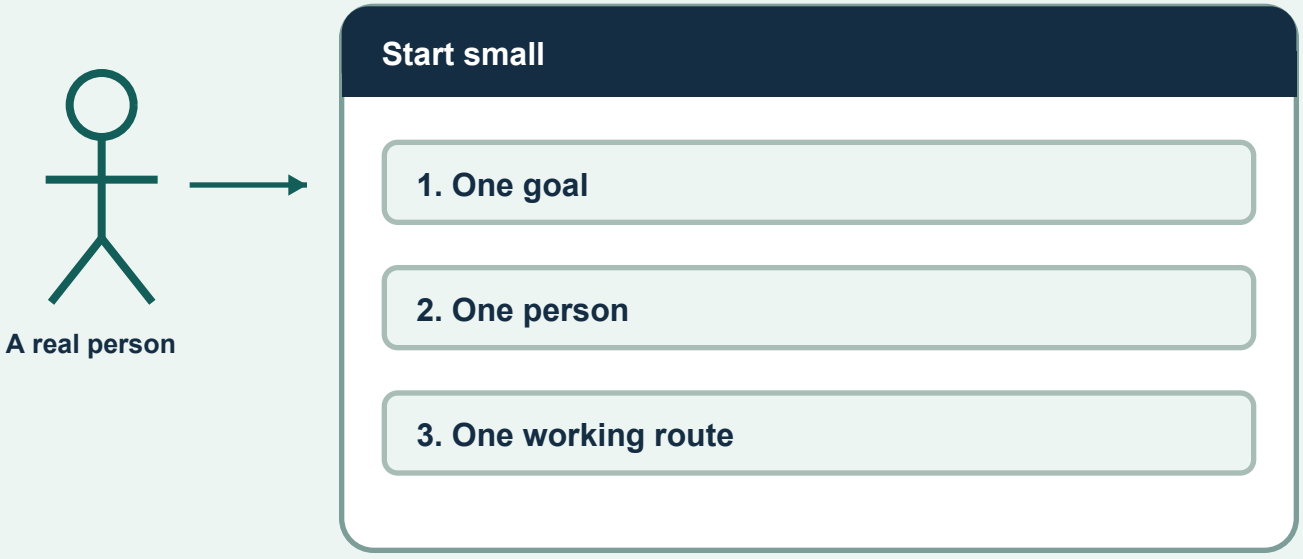
Start with one useful task

What this means

You do not need to fix everything at once. Choose one thing a customer should be able to do, then work through it with the right person.

A real-life example

A salon owner says, "I want customers to book again after a great visit." The first task is checking the booking link, not rebuilding the whole website.



Simple teaching picture. Example business; not a live screen.

Your job

Try the route yourself. Use the tools you already have, and ask for help at the first confusing step.

Step by step: start here

1

Say the goal in one sentence.

Try 'Make it easy to book another haircut'. Keep that sentence beside you while you work.

2

Find what you already have.

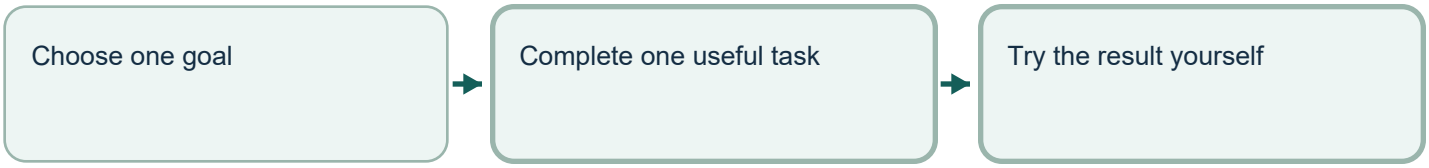
Open your booking page, business page or current hub. A working existing tool may be enough.

3

Choose who will do the task.

Use your own account or an approved helper. Keep passwords and sign-in codes private.

Picture the route



Before you continue

Explain the first three steps in your own words. If a link, account or permission is missing, write that down before moving on.

Finish the task and check it

4

Agree what finished means.

For the salon, 'A customer can tap, choose Book again and see appointments' is a useful test.

5

Try it with a phone and fake information where a test is needed.

Check the real route before sharing it with customers.

6

Write the next step.

Record what worked, what is still waiting and who will check it. Ask for help with the specific part that is confusing.

How you know it worked

Everyone can name the task, the person responsible and the simple test that shows it works.

Show someone the result on your phone. If you get stuck, write which step stopped you and ask for help with that step.