

Most Frequently Asked Questions About The Service Corps Of Retired Executives (SCORE)

(The following information was taken from: <http://www.score.org/>)

1. *What is the SCORE Association?*

The SCORE Association (Service Corps of Retired Executives) is a nonprofit association comprised of 11,500 volunteer business counselors throughout the U.S. and its territories. There are 389 SCORE chapters in urban, suburban and rural communities. SCORE members are trained to serve as counselors advisors and mentors to aspiring entrepreneurs and business owners. These services are offered at no fee, as a community service. SCORE was formed in 1964 and nearly 4 million Americans have utilized SCORE services.

2. *How can this website help me?*

This site offers practical "how to" information to help you run your business. You can also get free and confidential business advice from SCORE with "*Get Email Counseling*" at: <http://www.score.org/online> You can "*Find SCORE*" in your community to find the location and even a map of the location of your nearest SCORE office at: <http://www.score.org/findscore/>

3. *How can SCORE help me in a changing economic time?*

In times of economic change, you must be diligent in preparing advance plans. Begin developing a business plan with realistic sales projections and a plan to hold the line on costs. SCORE can provide advice to help you develop or update your plan. You can Get Email Counseling right now through the SCORE Web Site. SCORE & Visa U.S.A also offer a FREE financial management workbook, How to Secure Financing. This guide can help you build a relationship with a bank, so you can obtain a loan when you apply for a loan.

4. *Can I contact SCORE via email?*

Yes. This Web site offers a special feature called "*Get Email Counseling*". You can go to email counseling and pose a business question to one of the SCORE business counselors who have joined the SCORE CyberChapter to provide you with email answers to business questions. You choose from a list of counselors with expertise in the business areas that interest you and write a question to the counselor who is the best match for your business or industry.

5. *What is email counseling?*

Email counseling is an email exchange between you a soon-to-be entrepreneur or small business owner and a volunteer, SCORE business counselor. Email counseling gives you the opportunity to send email questions about small business to a SCORE counselor anywhere in the country. Just "*Get Email Counseling*" to get business advice. Send a questions and your SCORE counselor will reply with his or her answer. Keep the dialog going as long as you have questions for your business counselor.



6. *What qualifies SCORE to give business advice?*

The key qualification SCORE counselors bring to clients is real-world experience. SCORE business counselors have general management and specific industry experience that can benefit your business. SCORE business counselors may be working or retired business owners, business executives or operations managers. All SCORE counselors receive specialized training in counseling and mentoring.

7. *What kind of counseling does SCORE provide?*

SCORE's experienced business experts provide general business advice on everything from how to write a business plan, to cash flow management, to developing a small business advisory board. Assistance for aspiring entrepreneurs may involve investigating the market potential for a product or service and assessing the capital needs to start a business. Counselors can provide insight into how to start a business, operate a business, buy a business or franchise and sell a business.

8. *Are business secrets safe with SCORE?*

Yes. All SCORE business counselors honor the client's right to proprietary and confidential information. Client information remains confidential. All SCORE counselors abide by an association Code of Ethics, which includes protecting the confidences between client and counselor. Each year, counselors reaffirm their commitment to the Code Of Ethics.

9. *Does SCORE offer other services?*

Yes. SCORE offers low-cost workshops and seminars. Workshops and seminars are offered at the local chapter level. Topics are planned to help address specific interests in a given community. Basic workshop fees generally range from \$20-\$75 depending upon the program. Workshop topics have included: Developing Your Business Plan, Starting and Operating Your Own Business, Getting Financing For Your Business, Basic Business Accounting, Expanding Your Business and Marketing-A Do-It-Yourself Approach for Small Business.

10. *How can I contact SCORE for assistance?*

You can contact SCORE a number of ways. You can call 1 (800) 634-0245 for a referral to the SCORE chapter nearest you and make an appointment for face-to-face counseling. You can use "*Find SCORE*" to locate a chapter near you complete with address, phone number and a map you can print right now. Or you can "*Get Email Counseling*" to send an email message to a counselor and begin electronic counseling.

