

9 Poke the Bear Questions

1. Restaurant owners often miss out on orders because folks are loyal to the other apps besides Uber Eats or DoorDash. How do you make sure you're showing up no matter which app someone opens?
2. Coffee machines have lots of little spots where bacteria like E. coli, staph, and strep can grow. The spout, water tank, K-cup slot, and drip tray especially. How do you usually keep yours clean?
3. I often hear that once teams scale past 15 reps, call consistency drops. Some people stick to a script while others ad lib so it can be hard to know what's working. How are you keeping everyone on the same page?
4. Most annual physicals skip key heart disease markers like LDL particle size. How do you know if yours are in a healthy range?
5. Fuel probably makes up a third of your fleet's budget which remains volatile. How are you protecting against swings?
6. How are you getting access to capital when you don't want to pledge assets or take on more debt?
7. How do you give reps visibility into how their commissions are being paid - Do you provide statements on a one-off basis, or can they access their numbers at any given time?
8. A lot of owners with properties used for environmental purposes are getting hit with \$18K-\$26K in remediation costs when tenants move out. How are you handling that today?
9. As you probably know, Zillow started banning listings that are marketed but not added to the MLS within 24 hours. How have you been navigating that change?"