



TINC GLOBAL | SERVICES & PRICING

Small Business Services

Focused remote support for owner-led businesses

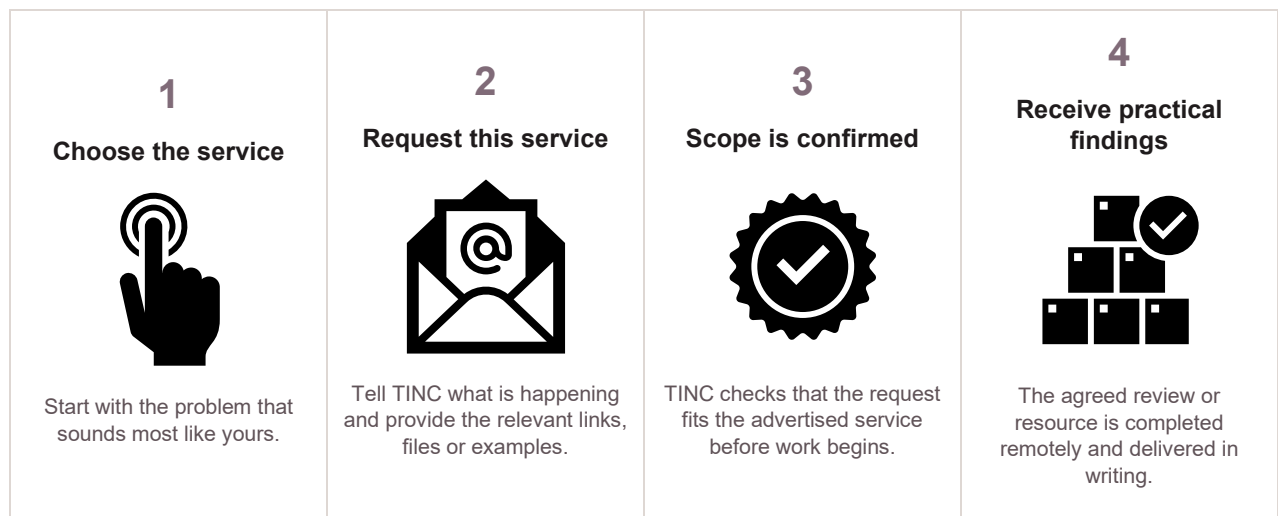
Something in your business should be easier.

These services are designed for small businesses that want practical help with one defined problem without committing to a large consulting project. TINC reviews the agreed issue remotely and provides a tailored, useful outcome you can act on.

Restaurants • Cafés • Retail • Hair • Beauty • Wellness • Service Businesses

SMALL BUSINESS SERVICES FROM \$295 AUD

How it works



Small Business Services

Choose the problem you want help with. Each service is deliberately focused so you can get useful outside perspective without paying for work you do not need.

Customer Experience Check SB-01 Customers getting confused? Find where customers may be getting confused, frustrated or dropping off.	\$295
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What TINC reviews: A focused review of up to three agreed public customer touchpoints to identify avoidable confusion, missing information and friction.

You receive: Priority findings and practical recommended actions.

Examples: Restaurant or café information, salon or clinic customer information, Google presence, social profile, menu or other agreed public touchpoints.

Website, Booking & Ordering Check SB-02 Harder than it should be to book or buy? Check how easy it is for customers to book, order, enquire or buy online.	\$345
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What TINC reviews: A remote review of one key online customer pathway, from finding the business through to an agreed action such as booking, ordering, enquiring or purchasing.

You receive: Clear friction findings and prioritised improvements.

Examples: Table bookings, salon appointments, treatment enquiries, takeaway ordering, click and collect or online purchase.

Staff Quick Guide SB-03 Everyone doing it differently? Turn one recurring staff task into a clear, consistent guide or checklist.	\$295
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What TINC reviews: TINC turns one clearly defined, already-understood routine into a simple staff-facing checklist, quick guide or work instruction.

You receive: One practical staff resource designed for day-to-day use.

Examples: Opening or closing routine, stock receiving, room reset, customer handover or another straightforward recurring task.

Menu, Services & Product Clarity Review SB-04 Customers struggling to choose? Make it easier for customers to understand what you offer and choose what suits them.	\$345
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What TINC reviews: A focused review of one menu, service list, treatment menu, package structure or small product range for clarity, decision effort and obvious overlap or gaps.

You receive: Prioritised recommendations to make the offer easier to understand and choose.

Examples: Food menus, hair services, beauty treatments, wellness packages, retail categories, add-ons or upgrades.

Make This Process Easier SB-05**One process driving you mad?**

Simplify one frustrating or unnecessarily complicated process in your business.

\$395

What TINC reviews: A focused review of one small everyday process to identify friction, duplication, unclear ownership and unnecessary effort.

You receive: Main findings, prioritised improvements and a simple proposed flow.

Examples: Bookings, stock ordering, customer follow-up, cancellations, staff handovers, supplier ordering or another bounded process.

Small Business Health Check SB-06**Not sure what is actually wrong?**

Find the biggest friction points and get clear priorities for what to improve first.

\$495

What TINC reviews: A concise cross-business scan for one small business, using selected customer, operational and business information supplied or accessible within the confirmed scope.

You receive: The priority issue, what should be addressed first, immediate actions and what can wait.

Examples: Useful when several things feel harder than they should, but the owner needs help deciding where to start.

Need something different?

These Small Business Services are focused, tailored ways to get TINC support for common business challenges. **They are a starting point, not a limit on what TINC can help with.**

If your challenge doesn't fit one of these services, or you need broader support across your operations, customer experience, processes, systems, research, documentation or implementation, tell us what is happening. We'll recommend the most suitable way to help.

Simple to request. Properly scoped.

You do not need to know exactly what type of consulting support you need. Choose the service that seems closest to the problem and tell TINC what is happening. Your request is reviewed before commencement.

Requesting a service does not lock you into the wrong scope.

If the request fits the advertised Small Business Service, TINC confirms the scope and next step. If the issue is materially broader, more complex or needs specialist advice, TINC will explain the appropriate option before work begins.

Service reference: Each Small Business Service has its own Service ID (SB-01, SB-02, etc.). Include the relevant code when requesting a service or referring someone to TINC so we know exactly which service you're interested in.

What these services are designed for

- One owner-led business and one clearly bounded problem or review area
- Remote delivery using agreed links, screenshots, documents, examples or other accessible evidence
- A practical written outcome rather than unnecessary meetings
- Straightforward scopes where a focused review or resource can create useful progress

When the issue is bigger

Small Business Services are an entry point, not a ceiling. TINC also provides deeper support across customer journeys, business operations, processes, systems, documentation, research, implementation and broader diagnostics. Where several issues are connected, a larger individual, bundled or tailored engagement may be more useful than stretching a mini-service.

A few things to know

Pricing: Published prices apply to the defined Small Business Service scope. Any change to scope or pricing is confirmed before work begins.

Scope confirmation: Every request is reviewed before commencement. Expanded evidence, additional locations, multiple pathways, implementation or additional deliverables may require a revised scope and price.

Corrections: One factual correction round is included for misunderstood supplied context. New evidence, changed direction or additional questions are new scope.

Professional boundaries: TINC provides business analysis, operational and customer experience support. Legal, financial, tax, HR, clinical, engineering, regulatory and other licensed professional advice is not provided by TINC.

Currency & GST: Prices are shown in Australian dollars. Applicable GST, timing and any third-party costs are confirmed with the accepted scope.

READY TO FIX SOMETHING?

Request the service that best matches the problem.

TINC will confirm whether your request fits the service scope before work begins.

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