

## **7 Characteristics of a great Contractor**

People who get their own vehicle and want to get into business for themselves as an Independent Contractor are always concerned if they will do well long term. To nearly assure success in their business, we have identified some of the key characteristics of successful contractors.

- 1) **Not afraid to work.** IF your goal is to maximize earnings, you should not expect to work minimum hours and profit greatly from it.
- 2) **Communication.** You need to be able to communicate well to both internal customers and external customers. Engaging with customers and personalizing your services go a long way to customer retention.
- 3) **Customer focus.** The customer is always right and you need to always work towards customer solutions.
- 4) **Flexibility.** In transportation, not everything goes perfect. The more flexible you are, the more you will grow. You have to be there for the customer when they need you the most.
- 5) **Image.** Image is everything!
- 6) **Reliable & dependable.** If you are scheduled to do something for a customer, it needs to get done. Volunteer for those odd jobs and you will get rewarded in the long run. When an important job needs to get done, you will get the nod over others.
- 7) **Patient.** Learning and training takes time. Nobody is an expert overnight and no two deliveries are identical. There is a learning curve for both the IC and the customer whenever you start something new.

Although there are other variables that can affect someone's success in business, these 7 characteristics are present in every successful IC. Some of these are natural and others are learned over time. The quicker you can master these traits, the better chance you have at being successful.