



Case Study: Interior Designer

Office Situation: Office also dining room

Service Provided: Initial Hands-on help with telephone follow up

Based in: North East London

What the client said

Dear Rachael

I wanted to put pen to paper to express how grateful I am to you for all your help in helping me set up my home office.

Having tried to work in organised chaos (or my organised!) for some time it is an absolute pleasure to be able to sit down at my desk in the mornings without having to try and work out where I left off the night before.

Your insights into time management are proving invaluable, the systems you helped me set up, inspired and the overall difference it has made to my efficiency and output incredible! No longer am I still at my desk into the late evenings.

Thank you so much for all your hard work, I will be telling everyone I know about your services and if I can be of any help in the future please let me know.

S.W. Designer



Overview Business Issues

Being a busy and successful interior designer who needs to use the dining room to double as an office had lead to some the following issues:

- Being overrun with paperwork, catalogues, and sample swatches.
- Wasted time looking for what was needed for any given project.
- Effecting company profile by looking disorganised and unreliable.
- Too much hassle to ever use the room as a dining room.

The designers business had grown at such a rate that they did not take the time to set their office up correctly. It had evolved rather quickly into a mess and out of control for the designer. The situation and office was having a negative effect on continuing business growth because tasks were taking too long. Time was being wasted by looking for what was needed and the designer was stress end not able to work to their full potential.

The office area was a continuous source of stress, annoyance, and worry, affecting

- The capability to carrying out projects effectively.
- Further growth of the company.
- The designers' health and relationships.

The designer had several issues and negative effects from working in such a disorganised space and was extremely motivated to make the changes necessary.

Objectives

This business had grown and developed quickly and without real consideration for how they were going to blend working from home with the space they have and the others in the property.

The objectives were to look at the property as a whole and see how the designer uses the space. Finding out what was working and what wasn't. Looking into how the other people who also live in the property feel and are affected by the designer decision to set up their business, using the home as their main base.

Then to improve on the areas that weren't working which would allow the company to continue to grow from strength to strength.



How I will do it

After learning about the property as a whole we focused specifically on the office area. Looking at what the designer can do differently in using the space. Finding the best organising tools from folders, files, boxes and the bin. We did some work on their habits, created better boundaries and improve time management.

This was a hands-on situation and I was able to spend time at the clients' premises. It was necessary to get an overview of every room in the property so that I know how they use the property.

When we eventually start on the office area knew what needed to be done with any items that might have found a home in the office/dining room and should be somewhere else.

We now move onto the de-cluttering, sorting and working hard.

During and after the space is being cleared it is time to start deciding on:

- What filing systems will be best.
- What strategies will work for a room that will be used for more than one purpose.
- How the client wants to structure their day.
- How to effectively deal with several project on the go at one time.
- How best to use the space available.
- How to deal with the issues anyone else who lives in the house may have regarding their space being invaded.
- What strategies are needed to make sure the room stays organised and the designer can maintains all the changes very simply.
- When to have their first dinner party.

After doing the work necessary at the clients' property we continued monthly telephone consultation to iron out any issue that arise since the changes had been implemented.



What they will get.

Because the designer is not able to have a separate room for their office, it was vital to find solutions on how best to organise the space available. Making sure the room worked efficiently as an office and was easy and quick to change over to the other use which was a proper dining room.

Time management and dealing with working at home had been an adjustment. I am able to call upon the experience of past clients and their own particular issues, struggles and challenges. This enables me to find the best solution for the client in the quickest possible time.

The follow up after the initial time spent at the premises is vital to the long term success for the client. They are always able to contact me either by email or on the phone for a chat about something that isn't quite working.

Overall strategy

The main issues were to become more efficient, organised and have success using the room in multiple ways. It is always top priority to create solutions perfect for the client I am working with and we are able to do this together by:

- Being willing to learn what is necessary to have success.
- Change anything that is not working.
- Adjust attitude, opinions and furniture to a better way.
- Implement the changes.
- Improve on what has been working so far.

The designer was keen on finding a different way to work from home and was always open to any suggestions and ideas I put forward. This made the changes quicker to implement and the designer was able to enjoy some of the benefits almost instantly.



Aims for getting organised

The designer was very focus in their desire to get the space organised. The following were just a few of the main reasons.

- To be more efficient.
- Better project management.
- Being able to juggle many projects.
- Reducing stress and frustration.
- Being able to have a dinner party.

Results

This client was extremely successful getting the results they were after because they were so motivated to sort the situation.

Once the clutter and unnecessary items were cleared out from the room and new systems were put in place the client has been able to:

- Leave the office and head out to clients in record time as all information regarding each project is easily to hand.
- Take on more projects.
- Able to subcontract out the some of the extra work and earn even more.
- Increase their turnover, the result of better time management and being organised.
- Reduce stress.
- Less fights and arguments with partner.
- Able to find catalogues, fabric samples and supplies with new and improved filing system.
- Feeling happy, motivated and focused.
- Had a dinner party.

The designer is continuing to make progress and is enjoying all the results.

