# WHAT IS THE "JOB TO BE DONE" (JTBD)?

Describe why your customer is looking for help. Functionally, Socially, Emotionally.

## HOW DO YOU MAKE IT BETTER FOR THEM?

Outline your solution for each element of the JTBD

### WHAT MAKES THEM SWITCH TO YOU?

Change is difficult. What would overcome their fears and create so much excitement that they ask "where have you been all my life?"

#### WHY SHOULD THEY BUY FROM YOU?

What is the barrier that keeps others from copying you and your customers coming to you - specifically?

#### DESCRIBE YOUR IDEAL CUSTOMER

Detail the perfect customer for you. Who are they? What do they like? What type of a person are they? What are they thinking about when they look for you?

#### WHAT IS YOUR ONE METRIC THAT MATTERS?

What is the one number that you can easily monitor that tells you your business is going in the right direction?

### **CUSTOMER JOURNEY**

How do they find you? What are they typing in Google? What steps do they take when they are ready to buy?

#### **EARLY ADOPTERS**

Who are the customers who would buy from you first? Where will you find your first 5-10 customers?

#### WHAT IS STATUS QUO?

What are your customers doing to solve their problem today?

#### ONE SENTENCE PITCH

Describe your business to the world using this: We do WHAT for WHO, HOW

#### WHAT EXPENSES AND COSTS DO YOU HAVE?

List your one-time startup costs and ongoing recurring costs

### HOW DO YOU MAKE MONEY?

List different ways you charge your customers





