FIVE WAYS CONSUMERS CAN SUPPORT LOCAL BUSINESSES

1. BE PATIENT AND UNDERSTANDING
   - Be patient with businesses taking extra health and safety precautions for its customers and employees
   - Be aware of inventory shortages
   - Understand there may be a limited workforce

2. BE LOYAL AND GENEROUS
   - Show loyalty to your favorite businesses, thank them for their service, and tip generously
   - Cash in on gift certificates
   - Continue to pay for regular services during the crisis

3. STAY HEALTHY, SAFE AND POSITIVE
   - Stay healthy by exercising social distancing and good hygiene
   - Follow recommended health guidelines including staying at home when sick
   - Stay calm and wait for things to settle down

4. TRUST AND SUPPORT
   - Continue to shop with businesses where you feel safe and precautions are taken seriously
   - Trust the intentions of businesses who are working to serve the community
   - Continue to refer businesses to friends and family

5. GO BIG, SHOP SMALL
   - Buy from local, small businesses who are the lifeblood of the community
   - Find trusted small businesses in your area by searching at BBB.org
   - Make online purchases with your favorite local businesses

Top 5 needs identified by more than 1,300 BBB Accredited Businesses

Top words used by surveyed businesses on needs from customers

For a complete guide on how business can better respond to the COVID-19 pandemic visit: BBB.org/smallbusiness