

*Jan 18, 2010*

If you're an avid Twitter fan you may have seen that since the 1st December 2009, we've been asking our beloved [Twitter followers](#) and friends to tell us their top tips and tricks to help small businesses tackle some of the challenges they face today, and inspire budding entrepreneurs to grow and improve their business. Each day, over the 12 business days of Christmas (#12DOC) we asked topical questions that were significant to small businesses in the UK.

The response has been so good we wanted to share them with you all! So we compiled your fantastic insights into 'The Secret Small Business Guide', created by small businesses for small businesses.

You can download it for free [here](#). We asked about everything from coming up with a great idea and designing a top website, down to good time management and financial skills. The guide features tips from a range of entrepreneurs and small business owners and experts. Some of the key tips include:

- Understand your customers – quality service arises from knowing what the customer wants. So question the customer to understand their requirements, only then can you meet them and exceed their expectations. (Mark Batchelor, Markman OTW)

We hope you find the guide useful and if you have any further gems of wisdom please feel free to contribute by:- Commenting below

- Sending us suggestions via Twitter <http://twitter.com/IntuitUK>
- Emailing us at [12daysofchristmas@intuit.com](mailto:12daysofchristmas@intuit.com)