Business Expansion & Scalability

Homework Worksheet - Multiple Choice

Choose the best answer for each question.

1. What is scaling?

A. Increasing revenue, capacity, and opportunity without increasing workload at the same rate

B. Doing every task yourself

C. Only opening more locations

D. Only increasing prices

2. What is the main difference between growth and scaling in this module?

A. Growth increases workload while scaling increases capacity

B. Growth and scaling are identical

C. Scaling always requires more owner hours

D. Growth requires systems while scaling does not

3. Which example best represents growth rather than scaling?

A. Preparing 500 returns yourself and working more hours

B. Building a team that prepares 1,500 returns

C. Delegating scheduling and follow-up

D. Developing team leads

4. What should a CEO focus on?

A. Leadership, strategy, team development, compliance, revenue, and operations

B. Only preparing returns

C. Only social media posting

D. Only appointment confirmations

5. What can cause the owner to become a bottleneck?

A. Refusing to let go of responsibilities

B. Developing leaders

C. Using systems

D. Delegating administrative work

6. Which task can generally be delegated?

A. Scheduling

B. Final responsibility for EFIN protection

C. All compliance decisions

D. All leadership responsibility

7. Which task usually requires owner or leadership oversight?

A. Appointment confirmations

B. Social media posting

C. Compliance decisions

D. Basic data entry

8. What is the delegation rule taught in this module?

A. Delegate tasks, not responsibility

B. Delegate all responsibility

C. Never delegate anything

D. Delegate only during tax season

9. Which leadership role monitors documentation and quality control?

A. Team Lead

B. Compliance Lead

C. Training Coordinator

D. Receptionist

10. What is one benefit of developing leadership positions?

A. Reduced owner workload

B. Less accountability

C. Slower problem resolution

D. More owner dependency

11. Which is an additional revenue stream listed in the module?

A. Bookkeeping

B. Payroll services

C. Business consulting

D. All of the above

12. What is one benefit of adding revenue streams?

A. Reduced seasonal dependence

B. Less client retention

C. Fewer referral opportunities

D. More owner dependency

13. Which service is listed as a May-August opportunity?

A. Bookkeeping

B. Refund advances

C. Tax preparation only

D. Pre-season recruitment only

14. What should an ERO ask before expanding the team?

A. Do we have enough work, training, systems, and leadership?

B. Can we hire as fast as possible?

C. Can we eliminate procedures?

D. Can we stop tracking performance?

15. Which is an important business metric?

A. Client count

B. Average preparation fee

C. Client retention

D. All of the above

16. What does 'what gets measured gets managed' mean in this module?

A. Tracking business metrics supports better decisions

B. Metrics are unnecessary

C. Only revenue should be measured

D. Only team size matters

17. What should be in place before expanding into more locations?

A. SOPs, leadership, compliance procedures, review systems, training, and communication

B. Only a larger marketing budget

C. Only more preparers

D. Only a new office lease

18. Which is a sign of a scalable business?

A. Strong systems and trained team members

B. Everything depends on the owner

C. No SOPs

D. No accountability

19. Which is a common scaling mistake?

A. Growing too fast

B. Strong communication

C. Performance tracking

D. Leadership development

20. Which statement best summarizes the module?

A. Controlled, intentional growth supported by systems and leadership creates scalability

B. The fastest growth is always the best growth

C. The owner should handle every task

D. More locations automatically mean more profit

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Homework Answer Key

1. A - Increasing revenue, capacity, and opportunity without increasing workload at the same rate

2. A - Growth increases workload while scaling increases capacity

3. A - Preparing 500 returns yourself and working more hours

4. A - Leadership, strategy, team development, compliance, revenue, and operations

5. A - Refusing to let go of responsibilities

6. A - Scheduling

7. C - Compliance decisions

8. A - Delegate tasks, not responsibility

9. B - Compliance Lead

10. A - Reduced owner workload

11. D - All of the above

12. A - Reduced seasonal dependence

13. A - Bookkeeping

14. A - Do we have enough work, training, systems, and leadership?

15. D - All of the above

16. A - Tracking business metrics supports better decisions

17. A - SOPs, leadership, compliance procedures, review systems, training, and communication

18. A - Strong systems and trained team members

19. A - Growing too fast

20. A - Controlled, intentional growth supported by systems and leadership creates scalability