101 Ways To Get Offline Clients Without Cold Calling

By Rachel Rofé
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About Me:

Rachel Rofe has been a full time Internet Marketer since June 2006, and has been on the Internet for over a decade.

Although she's dabbled in many fields, she's mostly known as a membership site expert, copywriter to the "Internet Stars", and offline business expert.

She dedicates her time to learning as much as possible, both in Internet Marketing and in life.

You can read more about her on her blog at http://www.RachelRofe.com.
Introduction

Offline clients – or offline marketing – can be an amazing source of income. There are literally hundreds of businesses right in your area that need your help and would be willing to pay for it. They’re smart businessmen and businesswomen who know they should be doing more with their websites, with Facebook, with lead generation and with social marketing but they haven’t a clue as to how to do this.

And that’s where you come in.

You have the skills required to teach those business people how to tap into the power of the Internet to get more customers and make more sales.

*$1,000 is nothing to most of these people*

How many $1,000 sales have you made?

If you’re a typical Internet marketer, the answer is probably not many, if any.

But many small businesses will happily pay $1,000 or more for you to just set up a Facebook Fan Page.

In most cases, $1,000 is probably less than what they typically pay for advertising every single week of the year.

The hard part of offline marketing isn’t what you can do for these businesses. It’s getting those offline clients.

*What services you can sell*

One of the great things about offline marketing is that you can sell businesses a lot of different services. If you find a business that has a great
website, you could sell your SEO skills to get that site ranked higher on the search engines. Other services you sell could include:

- Social media
- Website design
- Coupons
- Participation in daily deal sites
- Website redesign
- Website content
- Offline newsletter
- Email marketing
- Offline mailings
- Email capture

In short, you can take the knowledge you take for granted and make good money selling it to local businesses.

**What you know and what you don't**

You probably know all about marketing strategies that are critical for online success.

But when it comes to getting offline clients, you may be clueless.

That's okay.

This report will teach you 100 ways to get offline clients so that you can take advantage of this untapped and amazing source of revenue.

So, with that said, let's get going …
1. Hit your online Yellow Pages for businesses without a website.

Most online Yellow Pages include links to websites. Pick some popular categories such as Lasik vision specialists or attorneys. Then make a list of those businesses that don’t have a website. Email them with an offer to build their sites. Include a link to one of your sites so they can see what a great site could do for them. Don’t quote a price but do keep track of their phone numbers so you can make follow-up calls in a few days.

*NOTE: Many Yellow Pages listings include email addresses. For example, if you use DexKnows, you’ll find a link near the top of the listing titled “Email Business.” However, this will take you to a form where you would have to create a separate message for every business you want to contact. As an alternative to this, you could go to each businesses’ website and get an email address there.*

2. Check out your online Yellow Pages for businesses that have poor websites.

Again, pick some popular business categories but now, make a list of those that have websites. Go check out the sites. You’ll probably find many of them are pretty awful. Send emails to the businesses pointing out how their sites could be improved. Follow up with phone calls in a few days.

3. Create a target list (divorce attorneys, dentists, Lasik providers) that do have websites. Send them an email with the subject matter, “About your website.” Write your copy around what you can do to help them in lead generation. Close with the idea that you will be contacting them in a few days or they can contact you via your (URL) offsite marketing website.

4. Create a list of businesses that could use Facebook fan pages. This gets a bit trickier and requires a fair amount of time but could pay off big. It takes very little time to create a good Facebook fan page but you could
charge $500 or even more for doing it. A good place to start might be to create a list of local businesses such as restaurants that either don’t have Fan Pages or have lousy ones. Email them with information as to how you could make it better. Be sure to follow up with phone calls.

5. **Monitor online forums where business people hang out.** Provide helpful solutions to any online marketing problems being discussed. For example, car dealers have [forums.automotive.com](http://forums.automotive.com) and [http://www.topix.com/forum/business/auto-dealers](http://www.topix.com/forum/business/auto-dealers).

For restaurant owners, there is [www.restaurantowner.com](http://www.restaurantowner.com) and [forums.foodservice.com](http://forums.foodservice.com). Don’t forget to include a link to your offline marketing site.

6. **Create a generic site for a specific type of business such as pizza restaurants, dentists or real estate agents.** Email the owners of the businesses with the offer “this site could be yours. Call me for details.”

7. **Run an ad in Craigslist.com offering your services.**

8. **Look for businesses on Craigslist in the “gigs” section.** You’ll often find business owners asking for a website. Reply to these and get some leads that you can follow up on. When you build the sites, have the owners sign up for a hosting service where you get a commission.

9. **Place an ad in your weekly neighborhood newspaper** – if the rates are reasonable.

10. **Create a Twitter profile, and then follow everyone who follows your local Chamber of Commerce.** After some time, your prospects and competitors will start following you. When you see that a local business is following you, send them a message thanking them. Wait a few days, and then go see the owner. The idea is not to sell them anything but thank them in person for following you. At this point, you should offer to write an article.
about the business on your blog or review site. When you interview the owner for your story, ask questions like “do you get any business from the Internet,” and “how do you market your business online?” This will help you build relationships that could eventually result in business.

*NOTE: The best way to sell is to not sell. Whatever you meet prospects, your objective should be to get to know people socially without any selling. People don’t want to be sold in social settings. Ask people what problems they’re having with their online efforts, Facebook and so on. Offer some helpful suggestions. This is called attraction marketing. Be sure to distribute your business cards and collect theirs.*

11. **Join your local chamber of commerce.** Attend meetings, especially “meet and greets.”

12. **Look for “meetups” to join.** There are meetings called meetups in most cities. They are usually held weekly or monthly and are confined to a geographic area. Look for meetups in your city or community you could join. You might be able to find a group by going to [www.meetup.com](http://www.meetup.com) and searching for meetups by your zip code.

13. **Find and join one or two sales lead groups.**

There are groups of people who meet to exchange business ideas and sales leads. They can have several different names. In our area, there is the Generation Sales Group, CA$H Group, and Marketing Masterminds. Your local chamber of commerce may have a leads group. If not, you should be able to find one in your area by Googling “sales leads group + name of your city.”

14. **Create your own meetup.** If you have friends or acquaintances in the business world, suggest you create a meetup group to exchange ideas. Ask them to invite some of their colleagues.
Again, don’t sell. Just be there to ask questions and offer helpful solutions.

15. **Join your local Rotary Club.** Ditto what we said about joining the Chamber of Commerce.

16. **Find other groups where you could be a volunteer.**

Is there a neighborhood weekly newspaper where you live? Look for listings of upcoming meetings. Find a non-profit organization that interests you and become a volunteer. You’ll meet many people from the business world who are also volunteers. You might even be able to volunteer to help the non-profit with its online marketing.

17. **Turn shopping trips into sales calls.** Whenever you’re shopping in a retail store, talk with the owner about his or her online marketing. If you find that she or he isn’t satisfied with their current efforts, offer a solution.

18. **Buy magnetic signs for your car(s) with information promoting your services.**

19. **Have small posters printed that promote your services.** Place them wherever they’re allowed.

20. **Have flyers promoting your services printed.** Pay someone to drop them off at the appropriate businesses.

21. **Buy a mailing list of local businesses** and send them a letter detailing what you can do to help them generate more leads and get more business.

You can buy direct mail lists targeted by SIC code (the type of business), geographic location, number of employees, annual sales and more. Two of the leading direct mail list companies are Hoovers (www.hoovers.com) and InfoUSA (www.infousa.com). Most of these companies will help you select the businesses you should mail to and will give you a quote as to the cost.

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If possible, choose a list that includes the name of the owners or CEOs.

22. **Are there trade shows in your area** for certain kinds of retailers such as jewelers or gun dealers?

If you can get into these shows (sometimes you have to have credentials), you could visit the booths, discuss online marketing and leave your flyer.

23. **Whenever you attend a sales lead group or meetup, talk to the other members about doing reviews of their businesses on your blog or website.**

Most will happily accept. As noted before, when you interview them for the article, you can ask questions related to their businesses and online marketing. If you learn he or she is having a problem, offer a solution. This will help you build a relationship that is most likely to result in his or her asking you to work on the website, build a Fan Page, etc.

24. **Volunteer to help coordinate a local organization’s event.**

25. **Set up a booth at an appropriate event or tradeshow and promote your business.**

26. **Give each of your clients two business cards**, one to keep and one to give away as a referral.

27. **Develop and practice a 30-second “elevator speech”** you can give to prospects at the meetings you attend.

28. **Place a Link ad in the business section of your local newspaper promoting your services.**

29. **Offer to give presentations to groups** such as Realtors and
contractors on subjects like using the Internet effectively, generating more leads (just about every business wants more leads) or increasing traffic with coupons.

Be sure to hand out your flyer and be prepared to do some networking after the meeting.

30. **Don’t limit your offline marketing to just your local city.** Look for keywords like divorce lawyers, Lasik specialists and automobile dealers, plus the names of other cities. For example, you might not be able to get the keyword “www.dallasautomobiledealers.com” but you might be able to buy “www.dennisonautomobiledealers.com. Once you find a keyword such as this, email or phone local retailers such as Dennison, TX auto dealers, show them how many searches the keywords get per month and offer to build sites for them optimized around them.

31. **Join a local Toastmaster’s group.** Use the speeches you are required to give to explain what you do and how you help clients get more out of the Internet.

32. **Have T-shirts printed with your company’s name, logo and a humorous slogan.** Give these away as prizes when you make presentations to groups such as realtors or homebuilders.

33. **Make a short video promoting your services that you can send to prospects’ smart phones.** Also use it on your smart phone at meetings as an icebreaker and to demonstrate what you do.

34. **Use your smart phone to make a video inside the prospect’s store or restaurant, then upload it to YouTube and email the owner with a link or send it to his or her Facebook page.** Go back to the store or restaurant after a few days and show the owner how you got the video on Google for several keywords. This often leads into a discussion of website design, SEO, auto-responders, etc.

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35. **Cold call businesses you’ve seen using Groupon, LivingSocial or other daily deal sites.** Ask to speak to the person responsible to learn about his or her experiences with these deals. Offer to come in and videotape an interview with him or her about the business and then put it on your offline marketing website. Use this as an opportunity to discuss your services.

36. **Have postcards printed promoting your services.** Mail them to businesses you see on the Internet or in newspaper ads. Use these as door openers or to get merchants to call you.

37. **Have business cards printed with a special offer on the back.** Give these out judiciously – just to people you believe could be converted into customers.

38. **Put on a seminar for local business people on a subject such as Using the Internet To Boost Traffic and Sales.** Make sure you give business cards or flyers to everyone who attends.

39. **Write and place articles in your local paper, magazine or business journal** on how businesses can better use the Internet or social marketing to increase sales.

40. **Look for companies where you can do ad swaps.** You place an ad on their website and they get an ad on yours.

41. **Be on the lookout for industry events or association meetings you could attend to network.** For example, one of the largest associations in the U.S. is the Business Marketing Association (BMA). It may have a chapter in your area. If so, what could be a better way to meet prospects and network?
42. **Use the product Email scraper to scrape names from Craigslist.** Mail your flyer to the email addresses that the Scraper will provide ([http://themanwhosoldtheweb.com/craigslist-email-scraper.php](http://themanwhosoldtheweb.com/craigslist-email-scraper.php)).

43. **Sign up for Local Honey Pot** ([www.localhoneypot.com](http://www.localhoneypot.com)). Membership includes a premium WordPress theme and plugin that enables you to set up a local business forum directory site – where business owners come to you.

44. **Mail a survey to local business owners asking for their experiences or problems with Groupon, LivingSocial, SEO, email marketing, etc.** Inform recipients that you will be publishing the results on your website so they can see what their colleagues have said. Do follow-up phone calls to everyone who responds using a sales “pitch” based on how they answered the survey questions.

45. **Create an online forum for specific kinds of businesses such as local restaurants.** Email or send a postcard to owners/managers announcing the forum and inviting participation. Encourage members to post questions about their Internet related issues. Provide good but short answers. Do phone follow-up promoting the things you could do to help with their problem or get more business.

46. **Write and place articles in the article directories.** Build the articles around keywords that merchants might search on when looking for information on how to do SEO, couponing, Fan Pages, email marketing, etc. effectively. Use a strong call to action with at least two links to your offline marketing site.

47. **Include QR codes on all your own promotional materials.** Have the QR code redirect people to a page on your website telling them how you could create a similar QR code for them.
48. **Ask for referrals.** Whenever you complete a job for a local business, ask them for referrals to other potential clients. This might be unrelated local business owners, or it could be businesses in their industry in other cities nearby.

49. **Run gigs on Fiverr.** Run some low-cost gigs on Fiverr for tasks that local businesses would be interested in. Once you get your foot in the door through Fiverr, you can try to upsell them to more expensive services.

50. **Attend industry tradeshows and network with other attendees.** Attend tradeshows in other industries where local business owners might also be in attendance. You’ll not only learn more about their businesses, which can help you when you work with them, you can also network with those business owners to find new clients.

51. **Sponsor Chamber of Commerce or other trade group meetings.** Many of these groups allow a particular member or members to sponsor their monthly meetings. For a small cost, you can place promotional information at each table, in each handout bag or at a table of your own. You might even be given a small amount of time on the agenda to speak to the group about your services.

52. **Participate in both location- and industry-specific forums.** Become active on forums that are related to the city or town that you’re targeting, or forums where other business owners would be likely to also participate, such as industry-specific sites. Include a signature with a link to your website where they can get more information about the services you offer.

53. **Create a Facebook Page for your business.** You can promote your offline marketing business through a Facebook Page and show potential clients some of what you can do for them at the same time. If you connect
with other local business owners as friends on Facebook, they will get exposure to your page through your personal profile.

54. **Advertise on Facebook.** You can advertise your services on Facebook, and target very specific people, such as business owners in your own city (or whatever city you are focusing on).

55. **Advertise on Google Adwords.** Google Adwords also lets you target very specific locations and keywords so you can target a narrow group of people who fit the profile of your ideal client.

56. **Hire a salesperson to find new clients.** If you don’t want to do any cold-calling yourself, you could hire a salesperson to do it for you. They find the new clients and you do the work once they do so. Pay them a percentage or a flat fee for every new client they bring in.

57. **Find local business websites with no lead capture.** Look through your local Yellow Pages or another directory website to find businesses that have websites with no lead capture set up. Contact them with an offer to help them set up a lead capture system to have a steady stream of new customers.

58. **Create video “reviews” of existing websites.** Use Camtasia or another screencast tool to record a short review of a local business’ website. Send them a link to the video by email, letting them know you’ve done a no-charge evaluation of their current website. Just be sure to include your contact information so they can find out how you can improve it.

59. **Send personalized postcards to potential clients.** Go and take a photo of the outside of their place of business, and send them a postcard
with their picture on it. This will get their attention much faster than a more generic one.

60. **Outsource the task of finding businesses.** Hire an outsourcer through a site like oDesk.com or Elance.com and have them build a list of businesses in your local area or in a particular industry in multiple cities. Use that list with other strategies in this report to find new clients.

61. **Look for opportunities to barter your services.** If you need a product or service from a local business, offer to do work in exchange for what you need instead of paying for it. Your costs are typically low for the services you offer so you will often “spend” less this way than buying it outright. And it gives you a new client for more potential business in the future.

62. **Partner up with other related services.** Partner with other local service providers to recommend one another’s business. For example, if there is a web hosting company local to you, partner with them so they recommend your SEO and web design services and you recommend their hosting services.

63. **Write a free website analysis.** Instead of recording a video review, write a website analysis for a potential client and send it to them free of charge. Include things like their search engine placement for their top keywords, their Google Places placement and other important factors to the success of their website.

64. **Find local businesses with bad reviews on Yelp.com and other review sites.** Contact these companies and offer reputation management services. If they weren’t aware of the bad reviews prior to your contacting them, they will be very appreciative and want to learn how to get rid of them.

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65. Make guest appearances on local TV or radio programs. Send the stations some information about yourself and your business, offering to appear on their programs if they need an online marketing expert.

66. Place classified ads in local “Penny Pincher” or other free newspapers.

67. Complete your LinkedIn profile. Make sure your profile is fully completed and has plenty of information about the services that you offer.

68. Use LinkedIn Answers to answer questions related to the services you offer. This will help build your credibility and expert-status, which will in turn help you find new clients through the LinkedIn website.

69. Get people to recommend you on LinkedIn. This is much like a testimonial, but it’s specific to the LinkedIn website.

70. Create a social media profile for yourself. Make sure you have a complete profile on all the major social media sites so people will find you no matter where they look. Twitter, Facebook and LinkedIn are the most important, but you could also look for more industry-specific social networks if you specialize in specific industries.

71. Collect testimonials from existing customers. Get testimonials from happy customers and post them on your website. This not only gives you more social proof for potential clients, it also helps those existing clients get more invested in your services. If they’ve given you a testimonial, they’re more likely to refer new business to you.
72. **Run a website redesign contest.** Run a contest for a complete website redesign for local businesses. Run ads in your local newspapers, send out postcards announcing it and get the word out however possible. You will have to do the work for free for the winner, but all the people who enter are highly targeted since they obviously want to have their website redesigned.

* There may be legal considerations to running a contest, so make sure you check your local laws first.

73. **Partner up with other offline marketers or agencies.** Partner with other people offering the same or similar services. You can share clients with one another if your workload is too heavy at any given time, or if you specialize in certain industries you can refer other ones to them and vice versa.

74. **Build an industry-specific website, get it ranked in Google and “rent” it out.** Pick an industry, such as dentists or chiropractors for example, and build a generic website for it. Do some SEO on the site to get it ranked near or at the top of Google, then put an ad on it offering to “rent” it to other businesses. They can get an instant top ranking by renting the site from you, and if they stop paying or decide to cancel you can simply rent it to someone else.

75. **Make sure you have a lead capture system on your own website.** Include an email opt-in form, a Facebook Page “Like” button or some other type of lead generation mechanism on your website. You want to be able to capture the contact information for anyone visiting your website.

76. **Create an email follow-up series.** In addition to having a lead capture system in place on your website, write an autoresponder series that will be sent to those new leads automatically. Tell them what they should be doing to improve their results they’re getting from their website, and then at the
end of the series tell them how you can help them with the implementation.

77. **Offer a referral or finders fee.** Offer a fee – or a discount on future work – to anyone who refers a new client.

78. **Add new services to your offerings.** Instead of finding new clients all the time, expand your services so you can go back and offer new things to your existing clients.

79. **Create a compelling email signature.** Add a signature to all your outgoing email, with a link to your website, your Facebook Page or anywhere else that people can learn more about your services.

80. **Start a free newsletter.** You could start a free newsletter that is sent on a regular basis, either by email or through the physical mail, with online marketing tips and other related information. This will help position you as an expert in the field, and you’ll be the first one they think about when they want this type of work done.

81. **Include a promotion for your other services with every invoice you send.** When you send existing clients an invoice for the work you’ve already done, include a promotion for your other services, possibly even with a fast-action discount.

82. **Ask for a “credit” link on your clients’ website, Facebook Page, etc.** When you do work for a client, ask if you can put a link on their site, crediting your company for the work (and linking back to your website of course).

83. **Do some free work for a charity or other non-profit.** This can get
more exposure for your business by way of word-of-mouth as well as by networking with the directors and other people involved in the charity, who may have their own businesses in need of your services.

84. **Write guest posts for well-known industry sites.** Submit some guest posts to blogs and other industry-related websites, or to local sites like the Chamber of Commerce. These guest posts usually let you include a brief bio for yourself, in which you can link back to your own website.

85. **Send press releases to local newspapers and magazines.** Send press releases to your local media on a regular basis. Local media is a lot more likely to pick up a story from your press release because you’re a local business.

86. **Mail unique promotional items to potential clients.** Instead of simply mailing a postcard or other direct mail piece, send a promotional item of some sort – a small toy, a poster or something else that is likely to get used. If they use it, they’ll notice your name more often.

87. **Follow up with existing leads.** Go back and follow up with past leads who didn’t convert into paying customers. The time may not have been right the first time around, or they might have chosen a competitor who didn’t do a very good job for them.

88. **Rent shared office space and network with the other businesses.** Those other businesses in the shared space may have a need for your services, or you may be able to partner up with one or more of them to refer one another business.

89. **Publish a book on Amazon.** Publish a book about online marketing for local businesses on Amazon. This will help build credibility, as well as give
you a promotional item that you can send local businesses directly.

If you would like a pre-created QUALITY book, check out Instant Expert Status. It has helped hundreds of people.

90. **Offer your services through freelancing websites.** You can offer your services through websites like oDesk.com and Elance.com, but target your ads to local businesses rather than online marketers. Once you find several clients on these sites, you can “go direct” with future work.

91. **Participate on blogs.** If any of the local businesses that you’re targeting have blogs, participate on them regularly – comments on posts, take part in discussions and even write responses on your own blog with a link to theirs. This can help them get to know you, even before they ever meet you in person.

92. **Set up an affiliate program.** You can create an affiliate program for your services so other local businesses or even local website owners can promote your business and generate some revenue whenever you close a new deal.

93. **Include an offer in new company welcome packages.** Services like Welcome Wagon often have business divisions as well as personal divisions. When a new company opens, they will either visit with a “welcome” package or send it out by mail. You can often include something in these packages, along with information about the services you offer.

94. **Reconnect with your Alma Mater.** Many colleges and universities have Alma Mater associations that refer people to other graduates when they’re looking for service providers. You can register with these groups so people looking for online consulting would be referred to you.
95. **Barter for advertising space.** Make a deal with other local businesses to supply them with resources they can use for free, in exchange for including your advertising. For example, you could offer to provide free cups to a local independent coffee shop, if they allow you to include a QR code on the cup that links back to your website where you can offer other businesses a service to create QR codes.

96. **Get listed in local business directories.** Your local Chamber of Commerce or other such groups will often create a directory of local businesses. You can usually get a listing for very little or no cost and these directories are either made available to other businesses for free, or may even be distributed to all businesses in the area.

97. **Get to know some local accountants and CPAs.** Accountants and CPAs know a lot of local business owners, in all kinds of different industries. If you get to know them, they will often refer business to you whenever one of their clients is looking for the services that you offer.

98. **Create a list of proactive referrals.** A proactive referral list is when you create a list of local businesses that you would like to work with and instead of asking your existing clients for referrals, ask them if they can refer you to anyone specific on that list.

99. **Target new businesses opening in your area.** New businesses will be looking for exposure, something which your services can help them with. Every month, send all new businesses you can find a “welcome” package along with an offer – and maybe even a special promotion – for your services.

100. **Give away your T-shirts and other promotional clothing.** This
creates “walking billboards” for your business, by getting other people to advertise it for you.

101. **Offer a free services to high leverage people.** When I started offline marketing one thing I did was offer free service to a man who owned an office-space sharing building. He had access to the hundreds of people who paid him on a monthly basis, and agreed to let them know about my services. We ended up building out a relationship and I gave free seminars (taken from my **Make10K** course) to his audience and then gave him a commission on any sales we made. It worked out brilliantly.
When Offline Is VERY Different From Online...

Many online businesses are a numbers game.

People clamor to send as many people to their site as possible, and convert as many of them into customers as possible.

In many cases they have no idea who's coming to their sites. They barely interact with their customers.

I'm not saying this is “wrong”... it's an accepted practice.

Offline marketing is different though.

With offline marketing, you don’t want to go to the masses right away.

I would advise getting a few clients – some “big fish” clients you can work for on a regular basis. People you can work with to maintain Facebook pages, send out weekly emails, help tweak their campaigns, send out text messages, give your advice, etc.

If you can get a few large customers who aren’t afraid to spend money and who will pay promptly, you’re better off then to have 200 “small” clients.

You'll feel less overwhelmed, have a better idea of what's going on, and be able to really serve your clients. And if you want to build your online business in the meantime, you'll be able to.

A few big clients can generate a nice, large stream of income while 200 small clients are more likely to generate a steady stream of headaches – without producing any more income.

Those clients ARE out there.
They may be a little harder to get than a few year's ago, but I assure you that if you offer value to people first, you will make some sales.

Thank you very much for reading this report. I sincerely hope it helps you a lot.

With love,
Rachel Rofe
rachelreports@gmail.com

P.S.: Want more?
If you would like more information on offline clients, here are a few recommended resources:

**Offline Barrier Breaker** – Here is another excellent way to get offline clients. This is an offline method fully fleshed out so you have NO QUESTIONS about how to use it and we've seen a near-100% closing rate with it.

**Instant Expert Videos** – When you’re showing business owners how much you know, you might want to give them some training videos. These videos will pre-sell them on other services FOR YOU!

**Instant Expert Status** – Want to automatically boost your authority status to offline business owners and become a published author? If so, this is for you. It’s an EXCELLENT internet marketing book that pre-sells business owners on your services.

**Earn 1K A Day** – This is a member’s only forum where we help coach
people who want to make money online. You can ask any questions you have, get hand-held coaching, and get EXCELLENT products for free. View a thread on the Warrior Forum where people give their honest-to-God feedback about the site.