

## About SCORE

SCORE's more than **13,000 working and retired business professionals** provide volunteer mentoring and expert resources as small business owners and entrepreneurs start and grow their businesses.

SCORE has more than **350 chapters** across the country to serve local business communities.

SCORE helps more than **500,000 small business clients** each year.

Since 1964, SCORE has provided expert mentoring to more than **9 million entrepreneurs** and small business owners.

SCORE volunteers provided more than **1.35 million** total hours helping entrepreneurs succeed each year.

SCORE offers more than **9,000 local business training workshops** every year.

SCORE's web site **www.score.org** provides 24/7 access to online mentors and thousands of expert resources and business tools.

SCORE online mentors hold more than **106,000 mentoring** sessions annually.

SCORE receives an average of almost **4 million** unique online visitors per year.

“Since 1964, SCORE's seasoned business experts have provided the highest level of business mentoring services to help entrepreneurs create and grow their businesses. SCORE is the leading source of ongoing small business mentoring, training workshops and online expert resources in the U.S.”

W. KENNETH YANCEY, SCORE CEO



## About Small Businesses

Small businesses account for **99.7 percent** of all employer firms.

Small businesses generate more than **50 percent** of the non-farm, private gross domestic product (GDP).

Small businesses employ **more than half** of all private sector employees.

Minorities own **5.8 million** firms that generate **\$1 trillion** in revenues and employ **5.9 million** workers.

Women own **7.8 million** businesses that generate **\$1.2 trillion** in revenues and employ **7.6 million** workers.

As a resource partner with the U.S. Small Business Administration (SBA), SCORE operates in cooperation with the SBA to provide entrepreneurs with information vital to their success, including counsel on financing options, business planning, marketing strategies, product development and more.

### CONTACT INFORMATION:

media@score.org | 1-800-634-0245



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# What Clients Have to Say About SCORE

“Talking with successful business people at SCORE helped build my confidence, but it also helped me look at challenges realistically. They help you understand what it takes to be a successful business owner. If you're willing to commit yourself to starting a business, they'll provide all the encouragement and assistance you need.”

TODD GRAVES, OWNER, RAISING CANE'S RESTAURANT CHAIN



“We went to SCORE seminars on start-ups, marketing and business plans. My SCORE mentors gave me a realistic look at what's needed. They were very helpful—and continue to be.”

JOHN WALTON, CO-OWNER, O.K. GOLF



“I liked the idea of working with experienced executives who understand what small business is all about. They have a track record, but they had to start somewhere too.”

YOUNGSONG MARTIN, FOUNDER, WILDFLOWER LINEN



“My SCORE mentor, John, helped me realize I needed more capital to streamline my pottery business and become more efficient. He even helped me arrange funding. I was able to buy a second kiln, which meant producing more, which meant I could hire someone else. John also encouraged me to expand our market. Sales have gone up every year and we had 46 percent growth last year.”

SHEREE BURLINGTON, MUSEWARE POTTERY



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## SCORE Volunteers

*Share success and expertise*

*Provide leadership in the business community*

*Grow professionally and personally*

Every year, SCORE volunteers help thousands of entrepreneurs start small businesses or achieve new levels of success in their existing businesses, passing on their knowledge and expertise to a new generation of entrepreneurs.

The 13,000-strong network of diverse SCORE volunteers are all committed to helping support American small business. Coming from all walks of the business world, SCORE volunteers provide free confidential business mentoring services, both in person and online. They lead workshops to help small business owners meet their goals and achieve success.

*“SCORE makes a difference and is a tremendous organization that gives entrepreneurs encouragement, resources and support. It is so rewarding to know that I have made a difference in someone’s life and had an impact on their future success in business.”*

JULIE BRANDER,  
SCORE VOLUNTEER  
NEW HAVEN, CT

*“I joined SCORE to further the ideal of entrepreneurship. I enjoy sharing my more than 25 years of business experience, knowledge and skills with start-up and established businesses. SCORE is an excellent venue to foster public service.”*

TOMMY ORTIZ  
SCORE MENTOR  
SAN ANTONIO, TX

### SCORE Volunteers

Provide free confidential, one-on-one mentoring and team advising

Lead low-cost workshops

Provide online coaching

Conduct fundraising and support chapter operations

Lead chapter marketing and outreach efforts



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# Frequently Asked Questions about SCORE

## Q: What is SCORE?

**A:** Since 1964, SCORE has been the premier small business mentoring service in the U.S. The nonprofit association has 354 chapters nationwide and more than 13,000 working and retired business experts who volunteer their time, talents and expertise to help small business entrepreneurs succeed in starting and growing their businesses.

## Q: How does SCORE help small businesses?

**A:** SCORE volunteers provide free mentoring to small business entrepreneurs on a wide range of business topics—everything from how to write a business plan, how to arrange funding and manage cash flow, to how to develop effective marketing and Web-based retailing. Business owners can access SCORE via free, ongoing face-to-face mentoring sessions, low-cost local workshops and online expert resources, including free online workshops, business tools and templates, and mentoring via email.

## Q: Are SCORE's services free?

**A:** The majority of SCORE's services are free. As a community service, SCORE provides free, ongoing one-on-one business mentoring by experienced volunteer professionals and provides online resources—including free online workshops and information on a broad array of business topics. SCORE also provides local workshops for a small fee.

## Q: What is SCORE's relationship with the U.S. Small Business Administration (SBA)?

**A:** SCORE operates as a resource partner with the SBA, providing entrepreneurs with ongoing mentoring and information that is vital to their success. This includes mentoring on financial options and loans, business planning, marketing strategies, product development—and more.

## Q: Who are SCORE's mentors?

**A:** SCORE's more than 13,000 volunteer experts come from all business areas and have substantial skills. Some have served as executives of Fortune 500 companies. Some have been entrepreneurs and small business owners. Others have valuable experience in universities, government or the military. What they all have in common is a willingness to share their expertise, experience and business savvy to help others succeed.

## Q: What resources does SCORE offer online?

**A:** SCORE provides a wide array of free online expert resources and tools at its web site, [www.score.org](http://www.score.org). Hundreds of online guides (in English and Spanish) provide practical, proven tips on small business topics. There are templates for business plans, financial projections, marketing plans and funding sources, among others. Information is tailored to women, veterans, minorities and young entrepreneurs. Small business entrepreneurs also can sharpen their business skills through SCORE's free online workshops on building a business plan, setting prices, arranging loans, developing competitor and market analysis—and more. At **Online Mentoring**, seasoned business mentors provide answers to entrepreneurs' questions within 48 hours.

## Q: How can entrepreneurs contact SCORE for business mentoring?

**A:** Entrepreneurs and small business owners can visit [www.score.org](http://www.score.org) to locate the nearest SCORE office or identify an online mentor specializing in their industry. They also can call **1-800-634-0245** to get the phone number of their local SCORE office.

**Work with SCORE today—  
for the life of your business.**

