Call the Grill Guy Before You Burn the Business

Description

By Kenneth R. Yager

I love grilling. Ask anyone who has been to my house — I take real pride in throwing good food over open flames. But the part I'm not an expert in? Fixing the grill. And unfortunately, I learned that the hard way.

A few months ago, my trusty grill went cold. No flame, no sizzle, no joy. Naturally, I did what any self-respecting weekend pitmaster would do: I rolled up my sleeves, ignored my better half's raised eyebrow, and decided I was going to fix it. Two trips to the hardware store, a painful wait for a warranty part, three busted knuckles, and several muttered oaths later… the grill still didn't work. Worse, I'd created new problems, including a dust-combustion issue that could've turned my backyard barbecue into a controlled burn exercise.

Finally, with my pride charred beyond recognition, I called the grill guy. He diagnosed the issue in ten minutes. Fixed it in thirty. And then politely — but unmistakably — gave me the look:
"You're great at grilling. But you really should've called me first."

When You're Great at Running Your Business — but Not at Fixing It

Business owners are experts at what they do. That expertise built the company. It earned the customers. It kept the lights on through tough seasons. And like me with my grill, that pride is well-earned.

But when the business hits a snag — cash flow tightening, vendors calling twice as often, payroll becoming a weekly game of Tetris — owners often default to the same instinct I did: **“I’ll fix it myself.”**

That instinct is noble… and dangerous. Running a business and fixing a business are two very different skill sets.

Running the business is grilling. Fixing the business is knowing how the burners, valves, sensors, and airflow interact — and what to do when they don’t.

In other words: **Being an expert operator doesn’t make you an expert repair technician.**

Why Owners Wait Too Long

Most owners don’t call for help because: – “We’ve been in this situation before.” – “It’ll turn around next quarter.” – “We just need one more big sale.” – “I can’t afford outside help.” But here’s the truth — and it’s one I’ve seen play out too many times to count: **By the time a business owner admits they need help, they’ve already lost months of runway.**

A late invoice here, a growing payables aging there, an increasing dependence on costly credit… these issues don’t appear all at once like an explosion.They show up like smoke. And when you ignore the smoke long enough, you don’t get a grill fire — you get a house fire.

Why Getting an Expert Matters

Professional turnaround help isn’t about judging mistakes. It’s about: – Seeing patterns owners are too close to recognize – Cutting through complexity to find the real problems – Creating order, rhythm, and clarity – Communicating with lenders and stakeholders in ways that restore trust – Getting cash flow under control so the company can breathe again Most importantly, it’s about speed. What takes an owner months of trial-and-error takes a turnaround professional days. Just like my grill guy.

Tools That Reveal What You Can’t See

At Newpoint Advisors, we use our TAME™ methodology — a structured matrix that helps owners understand the actual drivers of their business issues. It’s fast, it’s disciplined, and it cuts through the

emotional fog that clouded judgment long before the crisis showed up. TAME™ doesn't replace your instincts. It helps you see your blind spots. That's often all it takes to turn panic into a plan.

So, When Should You Call?

If your business: – Feels harder to run than it used to – Has cash going out faster than you understand – Has vendors or the bank asking for updates you can't comfortably provide – Is growing but cash flow keeps getting worse – Just feels off, even if you can't name why — then it's time to call the grill guy. You don't need to be in flames. You just need to notice the smoke.

Back to the Backyard

When the grill guy finished fixing my mess, he closed up his toolbox and said, "Next time, call me before you take it apart." That's good advice for business owners, too. You built something worth preserving. You've put in the hours, the sweat, the sacrifice. And the best way to honor that work is to bring in the right help before things get worse. You don't have to fix the grill alone. And your business deserves better than DIY repair.

If your business feels stuck, start with a conversation. Newpoint is here when you're ready.

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