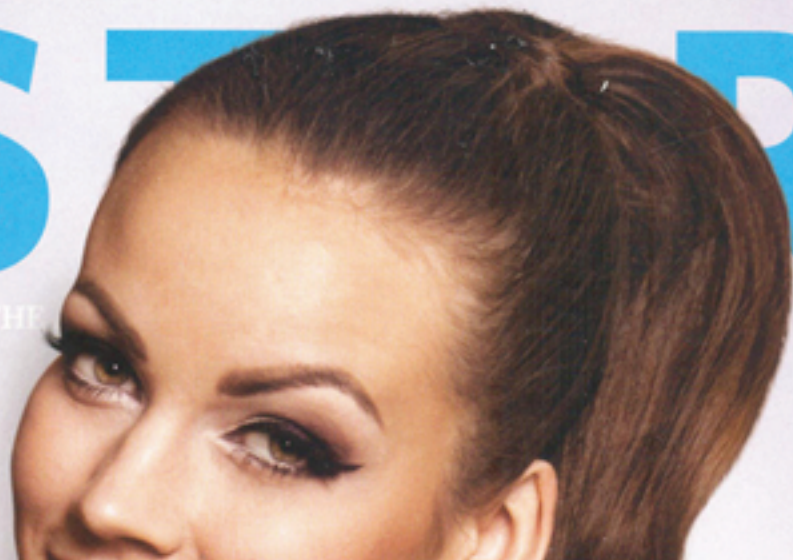


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5 » Know how to do everyone else's job and all of the passwords needed to run the business, says Susan Eisen, owner of Susan Eisen Fine Jewelry & Watches in El Paso, TX