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By Eric Hammer i phone. image by Alexander Lukyanov from Fotolia.com Finding a name for a person based on a phone number used to be the province of the police and private detectives. Doing so required specialized connections to the telephone company, where the records of such things were stored. However, today with certain limitations anyone can find a name based on a phone number. White Pages Free Reverse Number Lookup For generations until phone deregulation in the early 1980s, the White Pages was where you went to find the phone number of someone in your area. If the number was unlisted, you were out of luck. Never mind trying to find the name by the phone number. Today, the WhitePages.com website offers you a basic reverse number lookup. It typically works only for land lines, though. Super Pages Reverse Number Lookup Super Pages puts out one of the most popular white and yellow pages in the United States today. It also offers through its website a people-search feature that can find information about a phone number and whom it belongs to. Similarly to the standard White Pages lookup feature, it will not find cell phone or other unusual type of number. Intellius Reverse Number Lookup Unlike the other two services discussed here, the Intellius service is fee-based. It attempts to comb additional records to find information about a phone number and locate information for cell phone numbers, skype phone numbers and voice mail numbers. Of course, none of this will work if the phone number is unregistered. (For example, if the phone number is registered to a prepaid cellular phone number and there is no record of who owns the number. For situations like this, see the tips section.) By Stephanie Ellen i Cell phone image by Elzbieta Sekowska from Fotolia.com If someone is calling you and the number is showing up as "unavailable" or "restricted," it can be a frustrating experience—especially if the withheld number calls are hang-ups or other kinds of harassment. One way to deal with the annoying calls is to activate a block for unknown callers through your telephone service provider. This will force the caller to call you on an identifiable number. However, if you want to trace a number, you do have options. Dial *57 immediately after you hang up the receiver. An electronic voice will give you instructions on how to trace the number. Once you have three successful traces for the same number, call your service provider's annoyance call bureau to report the number. Type "anonymous call tracing" into your Internet browser. There are many products available that can locate and trace anonymous numbers, sometimes for free. These services access a phone number database and can work with a wide variety of cell phone providers. Visit your local police station and fill out a complaint form. Many service providers will require that you perform this step before they will investigate annoyance calls: check with your service provider for their specific policy. Provide as much information as possible to the police, like the time of the calls, what the caller said, if there was background noise and as much information about the caller's voice as possible. For example, if he sounded intoxicated or if he had a speech impediment. Opinions expressed by Entrepreneur contributors are their own. "How am I doing?" It's the question that nags at every entrepreneur. Are your sales really what they should be? Is your business growing fast enough? In short: How do you measure up? Now you can find out with Entrepreneur's exclusive Business Performance Dashboard. Think of our Dashboard as a kind of "salary survey" for entrepreneurs—one that lets you compare your company to others of similar size and age in your industry. Our Business Performance Dashboard was developed with the help of CentrisPoint, a research organization. Entrepreneur and CentrisPoint used CentrisPoint's database of nearly 20 million U.S. companies to find average sales for businesses in dozens of industries. We've highlighted 14 of those industries, from apparel to technology. In addition to basic data, such as the total number of businesses in your industry and their average sales and efficiency (a measure of the revenue produced per employee per year), you can also find specifics such as the average sales, growth and efficiency of businesses the same size or age as yours. We've highlighted the sales and efficiency of Top Performers—the companies with the greatest sales growth between 2002 and 2007—so you can see how your company compares to the fastest-growing businesses in your industry. And we've spotlighted four Top Performers so you can learn from their advice. Top Performer Spotlight Bizchair.com Sean Belnick, 21, was just 14 when he tapped the furniture industry expertise of his stepfather, Gary Glazer, 53, to start office furniture company Bizchair.com in 2001. While many a dotcom from that era has gone bust, Canton, Georgia-based Bizchair's 2007 sales topped \$40 million. How did this Emory University business major become a Top Performer? He says he initially won customers over with a then-rare free shipping offer. And when competitors jumped into his category, he switched from using a drop-ship business model to stocking large quantities of his most popular items in his own warehouse, making it harder for upstarts to match his speed and prices. Belnick also talked to customers and realized that there were other types of furniture Bizchair could sell. The site now offers a wide range of office furniture, as well as medical equipment and school furnishings. "We find needs our customers have and address them," he says. "Our success stems from not becoming complacent." Belnick works hard on employee morale, too—in particular striving to keep line workers' jobs from becoming simply boring warehouse work. Efforts include a holiday office-decorating contest with \$150 prizes and a kickball tournament that pits warehouse employees against the customer service department. "The biggest thing for us," he says, "is having motivated employees." Top Performer Spotlight Omnitech Systems Early experience with the internet helped Suresh Kalyanaraman, 38, build Omnitech Systems, his 7-year-old software development and consulting company, into a \$55 million powerhouse. For Kalyanaraman, making Omnitech a Top Performer was a priority from Day One. After doing consulting work in the late 1990s for companies like eTrade, Kalyanaraman struck out on his own in 1999, focusing on financial-services customers. When those customers began asking for more help, he broadened Omnitech's services to include specialized finance-industry accounting and compliance issues. The Vienna, Virginia, company hired CPAs and other professionals to round out its knowledge. "We're more like a full-service professional firm now," he says. That paid off when mortgage giant Fannie Mae needed to restate nearly four years of its earnings in 2005. Omnitech landed a major consulting job working with Fannie Mae's accounting software during the process. Top Performer Spotlight Ker's WingHouse Bar & Grill Former NFL offensive lineman Crawford Ker, 45, gives his restaurant chain, Ker's WingHouse Bar & Grill, the same hard-charging commitment he once displayed on the gridiron. The score so far? This \$60 million Largo, Florida-based chain has grown to 22 units in Florida and Dallas since opening in 1994. For Ker, becoming a Top Performer stems from the do-or-die attitude he's had ever since he started the business. Since he knew his former career was over, "I didn't have other options. I had to make it work," he says. So when his third restaurant went over budget on construction, he retrenched. When Hooters sued over Wing-House's similarly revealing waitress uniforms in 2004, he fought back—and won. And as Ker points out, his football experience has helped him develop his staff: "You check and coach and train. I break things down to small details, just like my coaches did." Top Performer Spotlight Sweet Pea Stacy Frati, 43, and husband Mario, 46, had been in the apparel business together for years without making it big. But when Stacy fashioned tops and dresses from edgy 100 percent nylon mesh, she created an instant fashion sensation. Now a Top Performer, the 8-year-old company, Sweet Pea, had sales of more than \$30 million in 2007. The couple achieved success by working their industry contacts. It wasn't long before Sweet Pea tops and dresses were being sold in Bloomingdale's and Nordstrom for \$78 and up. Another secret to their success: While most designer brands introduce around four collections each year, Miami-based Sweet Pea offers buyers a new set of colors, patterns and styles monthly, keeping its merchandise fresh. Stacy says that nylon-mesh attire has turned out to be more than a fad, as it offers a versatile day-to-evening look. "We found something nobody else was doing," she says. "We still don't really have any competition." Know Where You Stand For even more information on your industry—and your competitors—check out these 5 websites. Benchmarking helps you compare your business to other businesses that are similar to yours and can highlight areas where you excel or need improvement. The business information specialists at the James J. Hill Reference Library in St. Paul, Minnesota—one of the nation's most comprehensive business libraries—have named the five sites below as the best free online resources for benchmarking your business. To find more free business research tools, visit biztoolkit.org. BizStats.com: Financial ratios, balance sheets and income/expense reports organized by broad industry heading Caps Benchmarking Reports: Highly detailed reports on select industries Fintel Scorecard: Detailed ratio reports specific to a company's industry, size and finances IRS: Data from corporation income tax returns, organized by broad industry heading ValuationResources.com: Free and for-sale financial ratio reports and industry analyses. Meet the Dermatologist Who Wants to Save You Money — and Just Hit a \$200 Million Milestone for Patients Your Employees Want This Perk, and Giving It to Them Can Improve Your Bottom Line The Hidden Dangers of Not Taking Your Vacation Days This Family-Owned Manhattan Jewelry Shop Struggled to Rebuild After 9/11. Today, 2 Sisters Who Run the 46-Year-Old Business Reveal What It Takes to Persevere. Businesses Need More Women Investors. Here's How That Can Happen. Franchising Isn't for Entrepreneurs, It's for Systempreneurs This Former Disney Exec Shares Her 5 Most Valuable Takeaways on Leadership Following Viral LinkedIn Post

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