Actions to Maintain Relationships

Here are some ways you can maintain good relations with your clients in order to keep them as clients. Keeping a client is always easier than replacing a client. Rate; using a scale of 1 - 10 (10 being equivalent to no room for improvement); how satisfied you are with each of these. What will you do to improve your score?

| Deliver 10 out of 10 service |
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| Return all client calls promptly |
| Don't keep clients waiting |
| Listen to your clients |
| Send follow up letters after a meeting or telephone conversation clarifying decisions. |
| Keep your client well informed. When your client hears nothing they assume their lawyer is doing nothing |
| Be truthful and maintain high standards of integrity. |
| Visit them in their office |
| Perform the work as promised. |
| Promptly comply with requests for information. |
| Complete work in a timely, cost conscious manner. |
| Control your workload so that all matters are handled competently. |
| Clearly define goals and objectives with your client. |
| Be curious about your client's business |
| Deliver more than required to your client |
| Ask for and get feedback from clients during and after the matter is complete. |
| Send birthday cards |
| Engage in entertainment activities like golf, dinner, theatre, or something in the neighborhood with your clients |
| Arrange a client-appreciation networking gathering |