**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

___ 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