Business - Ensuring Your Business is Strong - Before You See The Returning Client

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ABOUT THE AUTHOR

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Published

September 7th, 2009

As a professional, you are expected to provide expertise for your clients. Taking a few minutes before the returning client enters your office will allow you to focus your thoughts and be prepared for the session.

First review your client file. This will help you to think about the topics from the previous sessions and help you to think about possibilities for this appointment.

Second, gather any handouts or information that might be helpful during the session. Do you have an article, survey or book that might be a good to introduce? Perhaps the business card or website of a resource? Having these things ready will save time and display your desire to assist the client.

Third ensure that you are ready for the appointment. Make sure that you have eaten and been to the bathroom so that you can completely focus on the needs of the client. If your needs are met, the chances of meeting the needs of the client are reduced.

Fourth quickly survey the environment. Is it neat or are there things to be straightened or removed? Is the room temperature appropriate? What about noise? Adjusting the thermostat or playing soft music could greatly enhance the atmosphere and help your client to feel more comfortable.

Fifth involves ensuring that you have the necessary items to facilitate the meeting. Do you have the file, paper for writing, pens or other tools ready? Also, bottled water should be available for you and the client.

Fifth are there things that you need to discuss with the client before you begin the session? It is best to have all reports, documents or other items to discuss ready so that they can be dealt with immediately and resolved before your session.

Little things do make a difference. It is amazing how an investment of a few minutes can help both you and the client to have a more productive session together.