

TEN COMMANDMENTS OF CLIENT SERVICE

1. A client is the most important person in any practice.
2. A client is not dependent upon us ... we are dependent on him/her.
3. A client is not an interruption of your work ... he/she is the purpose of it.
4. A client does us a favor when he/she calls ... we are not doing him/her a favor by serving him/her.
5. A client is part of our business ... not an outsider.
6. A client is not a cold statistic ... he/she is a flesh-and-blood human being with feelings and emotions like our own.
7. A client is not someone to argue or match wits with.
8. A client is someone who brings us his/her wants ... it is our job to fill those wants.
9. A client is deserving of the most courteous and attentive treatment we can give him/her.
10. A client is the life blood of this practice.