

## “Service Without Space”

1. Follow up immediately with clients (make sure you are prepared before calling) - call and email - no more than 4 hours from receiving client message.
2. Don't put things off until tomorrow if you can get them done today.
3. Set deadlines that are achievable and meet them.
4. Educate yourself everyday to become an expert within your area so that you never have to say “let me check on that and I'll get back to you.”
5. Constantly update the client on the status of an outstanding project or participant inquiry.
6. Always strive to be ahead of the client - do things before they ask and anticipate their every wish. Always strive to do things better and more efficiently.
7. Check your emails constantly!
8. Be prepared for all client questions by always having a comprehensive understanding of all client deliverables shared.