

Client Relations For your Virtual Assistant Business

Grow your Virtual Assistant Business with these Client Relations Tips.



Come Again?

- ☐ It's critical to establish right from the beginning how you will handle the communication with your clients
- ☐ If emailing, what is the standard turn around time for emailing back? If phoning what are your hours?

Where she'd go?

- ☐ For relationship building try not to disappear of the radar screen. Check in with your clients often.
- ☐ When a clients writes, and they don't hear back from you, for days (or weeks) they fear the worst.

OOPS, Where did that come from?

- ☐ We've all been there. You get the email from your client telling you they found typos. Ouch.
- ☐ We can't be perfect but try to be as close as you can.
- ☐ Proof and Reproof your work.

Supersize it Please

- ☐ Always give your client more than what they asked for. You will be rewarded with more work and lots of word of mouth referrals.
- ☐ Set up autoresponders for them, so they can sell more products.

- ☐ Also set up google-alerts under their topics, so you can send them websites or blogs that can be helpful to them.
- ☐ Help them with their newsletter or blog.
- ☐ Most importantly, listen to what they say. Being a good listener is a valuable asset.

You Need it When?

- ☐ Determine when the work is to be completed or the order to go out.
- ☐ This will save a tremendous amount of problems down the road if everyone is in agreement.

My Dog Ate It

- ☐ Make your deadline and avoid making excuses. We all know things come up, and that's okay if it happens occassionally.
- ☐ If it become a habit, your client will fear sending you more work.

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