

<b>CLIENT VISITS TO YOUR OFFICES</b>			
<b>Service</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Your opening hours for clients			
Your printed directions / maps to your offices			
The visibility and sign of your offices			
The outside appearance of your premises			
Presentation of your support staff			
The appearance of your reception area			
Availability of reading materials about the firm			
Availability of refreshments			
Punctuality for appointments			
The way you cater for child visitors			
The way you cater for disabled visitors			
The attitude and approach of your reception staff			
Confidentiality and privacy			
Appearance of meeting rooms or your office			
Meet and greet policy			
Your showing out policy			
Car parking			

<b>TELEPHONE COMMUNICATIONS WITH YOUR DEPARTMENT</b>			
<b>Service</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Opening hours for calls			
Telephone answering facilities when closed			
Ensuring client knows whom to ask for by name			
Speed of answering			
Friendliness of answering			
Switchboard's internal knowledge of the firm			
Message-taking skills of support staff			
Delivery of messages to correct person			
Quality of response to messages			
Offering call-back when required			

<b>WRITTEN COMMUNICATIONS WITH EXISTING CLIENTS</b>			
<b>Service</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Presentation on your firm notepaper			
Quality and helpfulness of promotional materials			
Reduction of careless written mistakes			
Reduction of the use of legal jargon			
Response time for letters / emails			
Quality of client friendly written material			
Level of keeping clients up-to-date with law / their will review			

<b>YOUR PERSONAL APPROACH TO CLIENTS</b>			
<b>*How do you think your clients would rate you on the following issues?</b>			
<b>Issues</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
Being thorough in your preparation to see them			
Being creative with your solutions to problems			
Showing real interest			
Giving decisive advice			
Being reliable at keeping promises			
Listening properly			
Conveying sympathy			
Making them feel important			
Going the extra mile			