



WHEN YOU MEET THE CLIENT: TOP TIPS

This is a typical walkthrough of what needs to happen once you ring the client's doorbell:

- After you greeted your client with a warm smile and introduced yourself, ask if you need to remove your shoes.
- Ask the client where you can leave your bag.
- If the client offers you something to drink, be polite and say yes (even if you only take a sip of water).
- Explain the quote process to the client before you start walking through their home.
- Always let the client walk in front, leading the way.
- Never say that they **MUST** do something. Only make SUGGESTIONS, it is up to the client whether they want to do it or not. If you say they must do something, they will automatically be defensive and will probably ignore anything you suggest after that.
- Take measurements, notes and photos. Pay close attention to all the feature walls (i.e. note where to place artwork, bed heads etc). Always ask permission before you start taking photos of the client's house.
- Leave your business card with the client and let them know when they can expect the quote.
- Ask the client to write down their contact details (in your notebook or the client contact sheet). Double check the email and make sure you can read it. (It is very embarrassing having to phone the client afterwards to check the spelling)
- Get an idea of their budget. Talk about different options (i.e. Full staging vs Partial Staging)
- Ask the client what dates they are looking at to install the furniture. Make sure it is **BEFORE** they take photos.
- If they have an agent, it is maybe worth your time to have a chat to the agent about the type of buyer they are expecting – a family vs single professionals etc.

- Before you leave, make sure you pay attention to the following (these will be extras to take into consideration when calculating the quote):
 - Property Access, where the truck will park
 - How many stairs there are (you may want to pick lighter furniture pieces then)
 - Is there a lift in the apartment building: do you need to book a lift (check the height and length of the lift, sometimes you cannot fit certain furniture in it) – get the phone number of the building management to arrange padding/protection sheets for the lift.
- Once you are done, ask if the client has any questions.
- Back at the office, take photos of the measurements you have drawn out on paper. Upload all measurements and before photos to your company shared drive (for example google drive or Dropbox). So that it will be accessible to the rest of your team.

(Home Improvement have training available in regards to Google Sites. If you have any questions contact: <mailto:info@homeimprovementtraining.com>)

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