

DEALING WITH CLIENTS

When dealing with clients or your boss, the most important thing is to **Listen**. What is he really saying? What are the rules of the Job. What do they really want? What is the purpose of the work? If you don't understand the job, ask questions to get more information. When a Job, goes bad it is usually in the expectations. What the clients is expecting and what you think the job is. Make sure you are building what the clients wants.

Find out as soon as possible what the budget is. You don't want to work for free. You can't afford it. Give the client an idea what the project will cost and keep him informed of the progress and the time frame to finish.

In the meeting, with the client make notes and rough drawings and keep these with the job. Try to obtain samples of the work they used before and find out if they liked the work, or what they didn't like about it.

It is O.K. to change the job if it does what the client wants and they can afford to print it. So if the changes are going to cost more get a written OK from them. It is a good idea to show your ideas to the client even if they are in a rough form so he understands and it covers his expectations.

1. **Listen**
2. **Understand**
3. **Inform**
4. **Cover Expectations**