

## **Client Care**

### **10 Rules of Client Care**

We believe that the rules of good client care and service relationships are central to how we operate,

Our clients:

1. Are the most important people in our business.
2. Are not dependent on us - we are dependent on them.
3. Are not an interruption to our work - they are the purpose of it. We are not doing them a favour by serving them. We are grateful for the opportunity to do so.
4. Are a part of our business - not outsiders.
5. Are not cold statistics - they are human beings with feelings and emotions like our own.
6. Are not people to argue or match wits with. Nobody ever won an argument with a client.
7. Are people who bring us their wants - it is our job to fulfil those wants to their satisfaction.
8. Are deserving of the most courteous and attentive treatment we can give them.
9. Make it possible to provide for our families.
10. Are the life-blood of our business. We aim not just to satisfy our clients, but to delight them.

We are dedicated to providing 5-star client service.

### **Call Now**

Call Seamus Parfrey today on **021 431 0266** and find out how we will care for you.