Ten Firm Principles for Excellent Client Service
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1. **VIP Service**
   No matter how small or large, each client deserves and receives personalized, one-on-one, full-service attention and support.

2. **Always Be Available**
   Clients need a constant resource for current information. Ask any question, any time, and I will have or get the answer for you.

3. **Be Proactive**
   Bringing new ideas and solutions to each client is a priority. Each practice has very different dynamics. There are no cookie cutter approaches. The goal is to make your specific practice better to increase your bottom line.

4. **Anticipate**
   Strategic pre-planning avoids potentially damaging longer-term issues. Quality time spent in pre-planning stages identifies problems long before they ever become problems.

5. **Yes I Can**
   Instead of “no” or “that’s not possible,” work as hard to solve the client problem, whatever it takes.

6. **Never Waiver**
   Give clients 110% effort, 110% of the time. No exceptions.

7. **Stay Ahead**
   Keep abreast of ever-changing trends in the healthcare industry. An informed client on the cutting edge translates into successes.

8. **Laser Focus**
   Know each client’s business from the ground up. Walk in the client’s shoes to obtain the most accurate perspective and insights.

9. **Push Forward**
   Healthcare is an ever-changing industry. Assist clients in moving forward to meet the challenges and opportunities head-on.

10. **Have Fun**
    Enjoy the client relationship. Get to know each client and staff on a personal basis. Make doing business together fun.