

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 in to 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.