

## Customer Satisfaction Checklist

### 1. Clear Communication:

- Ensure timely and transparent communication at all stages of the project.
- Respond promptly to emails, calls, and messages.
- Provide regular updates on project progress.

### 2. Understanding Client Needs:

- Conduct thorough initial consultations to understand client expectations.
- Clarify project goals, objectives, and specific requirements.
- Document client preferences and specifications.

### 3. Detailed Project Proposal:

- Present a comprehensive project proposal outlining scope, timeline, and costs.
- Discuss and finalize project details before initiation.

### 4. Transparent Pricing:

- Clearly define pricing structures and payment terms.
- Avoid hidden fees or unexpected additional charges.

### 5. High-Quality Deliverables:

- Ensure the final product/service meets or exceeds quality expectations.
- Address any issues promptly and professionally.

### 6. Timely Delivery:

- Adhere to agreed-upon timelines and deadlines.
- Communicate in advance if there are delays and provide revised timelines.

### 7. Responsive Customer Support:

- Offer accessible customer support channels.
- Address customer inquiries and concerns promptly.

### 8. Client Feedback:

- Actively seek client feedback during and after project completion.
- Use feedback to make improvements and enhance future services.

### 9. Flexibility and Adaptability:

- Be flexible in accommodating client changes or adjustments.
- Adapt to unforeseen challenges with professionalism.

10. Post-Project Follow-Up:

- Conduct a post-project review with the client to assess satisfaction.
- Offer ongoing support and address any post-project issues.

11. Client Appreciation:

- Express gratitude for choosing your services.
- Consider loyalty programs or exclusive offers for repeat clients.

12. Continual Improvement:

- Regularly evaluate and enhance internal processes based on customer feedback.
- Stay updated on industry trends to provide cutting-edge services.

By consistently addressing these points, we aim to create a positive and satisfying experience for our valued customers.

Cozy Legacy  
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