

90-Day File Report Card

Why you need this tool:

When your clients are satisfied with your work, they're more likely to refer you to friends and colleagues. And one proven way to enhance client satisfaction and increase referrals is to provide clients with maximum personal contact.

How this tool helps you:

A major complaint from clients is a lack of access to their lawyers. As you implement policies to improve client communications, such as call returns, it's important to gauge the success of these new policies. Having your clients answer these questions will help you identify your firm's strengths and weaknesses.

How to use this tool:

Ninety days after taking on a new client, have an outside service contact your client and ask these 10 questions to learn how your clients feel about your firm's communications practices.

THIS TOOL AND HUNDREDS MORE AVAILABLE AT: [HTTP://WWW.LAWOFFICEMGR.COM](http://www.lawofficemgr.com)

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Ninety days after taking on a new client, have an outside service contact your client and ask these 10 questions to learn how your clients feel about your firm's communications practices.

- Have you talked with your attorney in the past 30 days?
- Do you know the name of the staff person assigned to your case?
- Have you received copies of everything sent out on your case?
- Do you understand what work the attorney is doing for you?
- Are your phone calls returned the same day you call?
- Are you satisfied with the representation?
- Do you like the appearance of the office?
- Are the staff members friendly and courteous?
- When you come in for an appointment, are you seen on time?
- Do you feel you can talk to your attorney?
- Does the attorney seem interested in your problem?
- Do the attorneys project a professional appearance and manner?
- Overall, are you satisfied with our firm?

When a response is negative, have the partners review the file with the attorney and staffer and find out how to correct the problem.

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