

Thanks for requesting your copy :)

More details & the Pricing Script are below...

For existing clients, we can invite them to a Discovery Meeting that will function as an Account Review for your service package to them.

The purpose of the Discovery Meeting is to review your current services, get them to appreciate the extra work you do for them (from the Scope Creepers) and find additional service requirements to build into an opportunity to reprice your Service Agreement.

Email/Phone Template to Invite Client to Account Review:

Hi <Client Name>

A lot has changed in the last 12 months!

Now more than ever we need to be on top of our business systems.

I've put together a quick client survey to make sure we're on track.

with keeping up. It will help me to help you...

Please complete ASAP and we'll talk again soon.

Regards etc

N.B. they can complete your survey on-line, on-paper or in-person with you when you see them next...

Email/Phone Follow Up:

Hi <Client Name>, I've got your answers (thanks!). I think there are some areas that need further discussion. When suits to catch up?

The next step is, try your own version!

I'd love to hear feedback on how it goes.

All the best,

Sharon