



**June 2008 Client Development Tip of the Month**  
**Provide Exceptional Internal Service**

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**Things To Do**

- Identify key partners/associates/professionals in your firm who are important “clients” of yours.
  - Think of ways you can exceed their expectations (fast turnaround, taking personal ownership of their issues, going the extra mile for their clients, etc.)
  - Ask for feedback on what they like about working with you, and also learn if there is anything they would like done differently.
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**Previous 2008 Client Development Tips of the Month**

**January** – Break Unproductive Patterns

**February** – Death to the Elevator Speech

**March** – The Large Firm Syndrome

**April** – Teaming

**May** – Business Development Measures