

APPOINTMENT ETIQUETTE

- Be on time. Call if you are running late.
- Teach trainee how to edify you properly.
- Inform the prospective client that you will be there only for a short time:
“The appointment will only take about 30-45 minutes.”
- Make sure that the spouse or significant other and the prospective client are both present. If not, come back for another appointment, when both of them can be present.
- Minimize distractions before presenting. Ask to have the television or music turned off; wait until they have finished their dinner or phone call. Don't show that you are too desperate for the appointment.
- Since you are with them for a short time, you have an option to defer complicated questions until the next appointment.
- Do not drag on too long- they may dishearten the trainee. You can always come back, or they can come to see you if they are interested.
- If the situation looks good, proceed. If it does not, cut it short, so that you still have a chance to come back. Remember, many people do not get it the first time.
- Always show appreciation and respect to the prospective client(s) regardless of the outcome.