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**Client Meeting Protocol**

This resource outlines a sample of some of the desired rules of engagement for setting up client review meetings. This outline has been created to provide a manageable structure and approach to setting and conducting Client Meetings. Exceptions will occur.

Carefully review the items below to determine which ones you believe will allow you to properly plan for, deliver and follow up client meetings.

**Client Meeting Days**

* Appointment Days: Monday, Tuesday, Wednesday and Thursday
* No appointments to be scheduled the day before or after vacation

**Client Meeting Times**

* Earliest appointment to be set is 9:00 am
* Latest appointment to be set is at 3:00 pm
* Schedule each appointment for 1 hour and indicate as “Appointment” in activity type

**Client Meeting Maximum per Day**

* No more than 4 meetings per day
* No appointments back to back - leave a minimum of 30 minutes between appointments

**Out of Office Meetings**

* Out of office meetings can be set on Wednesdays
* Clearly indicate in the “Location” field it is an OUT OF OFFICE and include the address in the notes box

**Lead Time for Scheduling Meetings**

* Client meetings should be scheduled 5-10 business days in advance

**Confirmation Call**

* All clients are to receive a confirmation call 2 days prior to their scheduled meeting

Sample Day:

* 9:00 am -10:00 am Meeting #1
* 11:00 pm –12:00 pm Meeting #2
* 1:00 pm – 2:00 pm Meeting #3
* 3:00 pm – 4:00 pm Meeting #4