

**ARMAND VELARDO'S TIPS FOR
SUCCESS WHEN PROVIDING PROFESSIONAL SERVICES**

1. Learn something new every day.
2. Share your knowledge.
3. Be a good listener.
4. Do not be afraid to ask questions.
5. Be confident and humble.
6. Respect and be kind to your co-workers and staff.
7. Dress appropriately.
8. Further your formal education.
9. When posting on social media, do not embarrass your company or yourself.
10. Make at least one marketing call/contact per day, and when you do speak to a potential client about providing services, make sure to let them know you would like the opportunity to assist them.
11. Do your best to return e-mails, phone calls, and text messages within 24 hours.
12. Work a full day and eat lunch at your desk when necessary to meet deadlines.
13. Work at least a half day on the weekend to resolve the previous week's issues; so you can hit the ground running on Monday.
14. Take good notes and place the date in the right-hand corner when dealing with administrative and client issues.
15. Record your time on a daily basis to be fair to your client, the company you work for, and yourself. Strictly adhere to your company's billing protocol/procedures. Billing on a consistent basis is also a way to communicate with your clients.
16. Call on your accounts receivable when timely payments are not being made.
17. Sit on the front of your chair and not the back of your chair.
18. Monitor your own work, and the work of your assistants, on a regular basis.
19. Self-evaluate your efforts on a daily basis to improve your performance.

20. Negotiate your promotions, pay raises, and bonuses every day by working hard, instead of at year-end.
21. Follow your company's policies regarding vacation time and other matters.
22. If your company does not have software that saves your work by client and project, set up directories in your computer so you can organize your client work for easy access in the future.
23. Pdf all documents and research that you believe may help you in the future with a new client in a directory and by category.
24. Maximize your 401(k) contributions.
25. Keep your social interactions to a minimum while at work.

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