



Notification of a client who is frustrated about unresolved issues gives our client the opportunity to take immediate action. Issued as needed and typically the day of the interview.

SAMPLE CLIENT ALERT

CLIENT: PZNG, Inc.
CONTACT NAME: Alfred Johansen
PROJECT NUMBER: 6013.331
PROJECT MANAGER: Janet Semonski

CLIENT'S CONCERNS:

During the 50% project complete interview the client voiced frustration that it has become too challenging working with FF. The quality of the work remains high but response times to calls/emails have slowed way down, it is hard to reach the PM, and the errors in the submittals are of concern. The Board is frustrated and is suggesting that other firms be considered for Phase 2.

Phase 2 is to begin in about 6 months. The contact said that FF needs to greatly improve their client service on this project in order to regain the confidence of the Board. It would be a good idea to give a status report to the Board that includes the improvements made to ensure better timeliness and service and what the Board can expect from FF.