

Is your client experience actually consistent?

Plus one thing you can fix today

Getting clients isn't your problem. What happens *after* they say yes is where time leaks out — where a great experience quietly becomes a different one for every client. Before you change anything, let's find what's truly repeatable and what you rebuild by hand. Tick only the ones that are truly **set up and running the same way** every time.

THE SCORECARD

A client experience that runs smoothly (without running *you*) has seven pieces. Check what you have right now:

- An automatic welcome** — the moment someone says yes, they get it without you writing anything.
- A clear "here's what happens next"** — they never have to wonder, and you never have to explain it twice.
- A standard onboarding** — the same steps for every client, not a from-scratch scramble.
- Templates for the questions you answer most** — so the answer lives on a page, not just in your head.
- A defined start-to-finish journey** — you know the key moments, and so do they.
- A simple way to gather feedback or a testimonial** — built into the end, not an afterthought.
- A clear wrap-up / what's-next** — so finishing with you feels as good as starting did.

Your score: ____ / 7

WHAT YOUR SCORE MEANS

0–2 — You're the system right now.

Everything's running through you, by hand. Good news: there's nothing to untangle — you get to build it clean, in the right order.

3–4 — You've got pieces, but they're not consistent.

Some clients get the polished version, some get the rushed one — and the difference usually depends on how busy you were that week. That inconsistency is what's costing you referrals.

5–7 — You're close.

A couple of touchpoints are still living in your head. Get them on paper and the whole thing runs without you holding your breath.

Here's what every score has in common: **the fix is the same**. It's not working harder — it's building the repeatable pieces **once** so the experience carries itself.

That's exactly what we build together.

Inside The Foundation and The Build, we turn your client experience into a system that runs *with* you — the welcome, the onboarding, the journey — so every client gets the same smooth start.

Leads to Legacy — Build a Business You Love | Simply Savvy

BEFORE YOU GO — FIX ONE THING NOW

The single highest-leverage piece is your "here's what happens next" message — the one a client gets the moment they say yes. Most people improvise it. Winners write it *once*.

"Welcome! Here's exactly what happens next:"

Step 1

Step 2

Step 3

The best way to reach me is:

You can expect to hear from me by:

That message is yours to use today. When you're ready to turn your whole client experience into a system that runs without you — instead of through you — that's what The Foundation and The Build are for.

SIMPLY SAVVY CO.