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CLIENTS ROCK!
By: HELEN A. FLOROS, CPA

Like most successful relationships, the relationship between a client and her trusted advisors (accountants, attorneys, insurance professionals) is a two-way street. The relationship and, consequently, the flow of information can be enhanced in the following ways:

1. **R**esponsiveness – Promptly returning phone calls and emails, answering all the questions posed, helps keep things moving forward. It also says: you are important to me.

2. **O**pen Communication – Expecting openness and transparency from the other. Talking through issues rather than making assumptions minimizes misunderstandings and allows for more complete planning.

3. **C**ourtesy – Any strong relationship is built on mutual respect. Keeping the atmosphere respectful and as light as a situation allows is especially critical when having to deal with unpleasant news.

4. **K**/Cool Headed – Financial issues and deadlines add to stress. Mistakes may happen, but the important thing is to concentrate on fixing the problem and moving forward.

If you have questions about a business or tax issue, please contact your Account Manager or Helen Floros, CPA, at (314) 205-2510 or via email at hfloros@connerash.com.