



DO THESE EVERY DAY

- ☐ Morning routine
- ☐ Read goals out loud
- ☐ SMILE + make someone else smile
- ☐ Something that scares you
- ☐ Remind yourself of your WHY

IDEAS!

MODULE 04 ACTION ITEMS

- ☐ Is your brand cohesive across all platforms?
- ☐ Review inquiry process. What can you add to stand out?
- ☐ Add phone number to contact form/page
- ☐ Write script for phone calls + video messages
- ☐ Outline info you'd like to include in welcome PDF/site
- ☐ Make list of people you can refer work to
- ☐ Create 3 new ways you can serve your clients better
- ☐ Befriend clients on social media
- ☐ Email recent past clients + ask for reviews
- ☐ Email 3 recent clients to ask about video testimonials

ULTIMATE CLIENT EXPERIENCE

THE JETSETTER ACADEMY



Is your brand cohesive across all platforms? Make a list below of the things you need to add + delete from your website, social media, etc. to make your brand cohesive.

Review your inquiry process. What can you do to stand out? Outline the info you'd like to include in a welcome PDF or welcome website.

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Write out your script for when you call new inquiries instead of emailing them back right away. Remember, the purpose of the call is to connect, not to get into the details!

Write out your script for the video message you'd like to send to inquiries. Remember to show your enthusiasm! Again, the purpose is to connect.

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Make a list of people in your industry that you can refer work to when you are booked or not available to take on a specific project. Start getting to know these people!

What are 3 ways you can serve your current clients better? What FAQs can you answer creatively? Think about their entire process: before, during, after they work with you.