



Quiz

Client Feedback

1. What are 'listening posts'?
 - a. Formal surveys provided to clients
 - b. Formal interviews with clients with a partner requesting client feedback
 - c. Informal communications with clients to gain insight and feedback
 - d. All of the above
2. How can law firms better improve upon the client feedback process?
 - a. By ensuring that it is carried out as an administration process
 - b. By reframing it as part of the client service process within the law firm
 - c. By taking more time to develop a client feedback process
 - d. By ensuring that feedback is taken from unhappy clients, more so than the happy clients to gain more rounded feedback
3. Which of the following is highly correlated to future fees?
 - a. Net promoter score
 - b. Client Effort Score
 - c. Client satisfaction score
 - d. Both A and B
4. Which of the following reflects how easy the practitioner or firm is to work with?
 - a. The net promoter score
 - b. The client effort score
 - c. The client satisfaction score
 - d. All of the above

5. Which of the following are the two different types of feedback that a client can provide?
- a. Relational and transactional
 - b. Transactional and likeability
 - c. Billing and accessibility
 - d. Transactional and responsiveness

Answers:

1. C 2. B 3. A 4. B 5. A