**Relationship Building Habits**

1. Take a client out to lunch or dinner.
2. Personally, guarantee your services with a written customer service promise.
3. Send a handwritten birthday, anniversary, or congratulations card to your clients.
4. Take a prospect or client golfing, fishing, or to a sporting event.
5. Follow up, follow up, follow up.
6. Under promise, over deliver.
7. Set up regular appointments to visit your clients.
8. Ask a client for a testimonial.
9. Offer to give your client a testimonial.
10. Write handwritten thank you notes at the end of a project.

11.Reward clients who give referrals with flowers, restaurant coupons, etc.

12. Get to know your client’s hobbies.

13. Share your dreams and goals with your clients.

14. Send your clients monthly email garden tips.

15. Hold a customer appreciation party.