**Your expectations – Our consulting services!**

**Dear client!**

Today we contact you with a very special request: We would like to invite you to tell us more about your expectations towards us!

Please start reading these instructions and subsequently we ask you to answer our questionnaire. Please answer as many questions as you can and as long as you feel comfortable with them. We will address your answers in detail in a personal dialogue.

On behalf of Team Kanzlei XXXX we want to thank you for the long lasting and pleasant collaboration. We hope that we performed professionally for you in the past and that you are as pleased with the cooperation as we evaluate it from our side.

From this constructive collaboration we know a lot about your wishes and expectations towards us. However, we assume that we don’t know everything about your expectations… *yet.* The more we know about your wishes and expectations, the more we can tailor our services for you, so you can profit the most.

The subsequent questionnaire should help you and us to clarify the mutual expectations even more. Give us your opinion! Confide your wishes and expectations to us, then we will be able to support you even more target-oriented in the future.

Yes, the questionnaire is detailed! However, thereby we gain excellent preparation for our conversation.

From our point of view, permanent value can only be achieved when expectations, wishes and personal and financial possibilities of our clients are synergistically linked with our offer.

Your needs are our mission!

We are looking forward to the conversation with you.

**General questions**

**What are the most important requests to us as your tax consultant?**

**To what extend can we fulfil your requests? On a scale from 0-100, in which 0 stands for `not fulfilled´ and 100 stands for `completely fulfilled´.**

*We can’t fulfil*

*your requests!*

*We can completely*

*fulfil your requests!*

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| **0** | | **10** | | **20** | | **30** | | **40** | | **50** | | **60** | | **70** | | **80** | | **90** | | **100** | |
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**Whatever your rating is, we would appreciate it if you could give us your reasons:**

**What other general expectations do you have towards us?**

**Questions respective your satisfaction with our collaboration**

**In general, how would you describe a successful business cooperation?**

**How frequent would you like to be in contact with your consultant?**

**Do you expect your consultant to contact you during the ongoing fiscal year of his/her own accord?**

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| **Yes** | **No** | **Not important to me** |

**In what time frame do you expect a call-back after an enquiry over the phone?**

**How important is a quick answer to tax enquiries to you? What is a quick answer to you?**

**On a scale from 0-100, in which 0 stands for `no satisfaction´ and 100 stands for `complete satisfaction´ – how would you evaluate our collaboration?**

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| **0** | | **10** | | **20** | | **30** | | **40** | | **50** | | **60** | | **70** | | **80** | | **90** | | **100** | |
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**Whatever your rating is – what can we do to satisfy you even more in the future?**

**Questions respective the future of your business**

**In your opinion, what are the 3 main factors of success of your company?**

**1.**

**2.**

**3.**

**What further steps do you plan with your business?**

**Regarding your business, what keeps you awake at night? That is, what are the most urgent challenges in your corporate actions?**

**How can we support you best with these?**

**What would it mean to you if the most urgent problems were solved?**

**How would you rate it, if we would take part in one of your company’s meetings?**

**Can our staff members get to know your company?**

**Which industry magazines do you read?**

**Questions respective our future cooperation**

**If the price wouldn’t matter, what would you desire from us?**

**On your part, do you have questions or remarks with regard to our conversation that you concern yourself with already?**