

“The key is not to prioritize what's on your schedule, **but to schedule your priorities.**”

- Stephen Covey



## What's New at DMC...

### DMC Welcome new team members

Melinda Sackney – Administrative Assistant  
Pamela Ross – Administrative Assistant

### Website

The DMC website is being updated and we are looking for client testimonials to publish. If this interests you, please email your testimonial to: [Reception@dmca.bc.ca](mailto:Reception@dmca.bc.ca)

## BACK TO SCHOOL



## 10 Ways to Impress your Clients

**1. Realistic Promises** – only make promises that you are sure you can keep. Allow plenty of time to complete assignments so that they are completed early. That way, clients will be impressed rather than disappointed.

**2. Over Deliver** – For new clients you need to ensure that you over deliver to gain trust and to establish the relationship.

**3. Website** – Ensure your website is always up to date and that information is easy to find. Ask a few different people to check it for content, clarity and navigation.

**4. Gather Feedback** – Log any feedback from clients and by acting on these issues, you will improve your relationship with you clients.

**5. Know Your Clients** – Install software so that every member of your team can see every detail about clients and they can view correspondence and notes. This will ensure they know any history when a client calls.

**6. Emails** – Reply within 24 hours to the client acknowledging receipt of the email and giving details of what will happen next (when they will be contacted, how, who, by etc.). Then solve the concern as soon as possible but keep the client informed.

**7. Internal Training** – Train your staff so they know your business inside out. Whoever speaks to clients needs to know what they are talking about and where to direct any calls. The competency of your staff will be clear to your clients.



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**8. Telephone Manner** – Write a script for answering the telephone to ensure that everyone answers the same way every time.

**9. Hire the Right People** – Make sure you find the right person for the job and then train them in your firm’s procedures.

**10. Go One Step Further** – Encourage your team to impress clients. Reward them for thinking constantly of ways to improve the service and relationship to clients.

<http://www.assureuk.co.uk/10-ways-to-impress-your-customers/>

## Time Management Tip

Instead of making a to-do list, slowly checking off item by item as the day allows, schedule the to-do list into your day. Block off time to work on a specific task, including a block of time to plan. Avoid any distractions during that time; put up a “Do Not Disturb” sign, avoid answering phones or emails, and turn off instant messenger. This will allow your full attention to be given to the task at hand and it will be completed in a timely and efficient manner. After the allotted time has passed, give yourself a break to check emails, and to have social interactions before starting the next task.



## Hike Prince George

(Less than 45 minutes from downtown)

### Easy:

Cottonwood Island Park – is a well maintained trail system situated along the Nechako River. The trails are perfect for walking, biking or sitting down for a picnic. The foot bridges and observation decks are beautiful areas to take pictures or spot wildlife. Cottonwood Island is also part of an 11 km trail system that leads to Fort George Park.

Moore’s Meadow – includes 5 km of trails surrounding a glacial kettle that formed after the ice age thousands of years ago. It is a good trail year round, from walking, running, and biking in the summer to cross country skiing and snow shoeing in the winter.

### Moderate:

Forest for the World – includes over 15 km of trails that will take you through a variety of forest habitats. The Lookout Loop Trail takes you to the Upper Lookout with a panoramic view from the top of Cranbrook Hill, including the mountains to the east, the surrounding forests and farmland, and the city below.

LC Gun – The 3.5 km trail follows a mostly wood chip surface route through a thinly spaced forest. The trail meanders through the trees leading to various viewpoints looking out over the city and over the Fraser River. The trail is relatively flat from the parking lot to the first scenic viewpoint. From this point on there is a steep hill with an elevation gain of 60 meters.

### Difficult:

Fort George Canyon – is about a 45 minute drive from Prince George. The trail weaves 4.8 km down to the Fraser River, flat at first until it slopes steeply down to the riverbank. The river is edged with a sandy beach, perfect for stopping for lunch. The round trip takes about 4 hours, including a 30 minute break for lunch.

Teapot Mountain– is only a short distance - 1.4 km to the top- but don’t let that fool you; it is steep climb. The summit has a spectacular view of summit lake and wilderness as far as the eye can see. The half hour trek makes this hike a good option for many, including kids.