



How to Fire A Client

Business is business. But not all business is worth it. Some clients just cause more trouble than their accounts are worth. Opening the flood gates and letting difficult clients go can become a slippery slope, though. You need a fair assessment of whether or not you should keep a client. Here's a checklist you can use to help you weigh if a client is worth keeping.

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| The client usually pays on time | The client usually pays late |
| The client makes all of their appointments | The client is often late or cancels |
| The client keeps the project within scope | The client expands the scope and expects us to do it for the same price |
| The client always accepts our prices | The client haggles with every estimate |
| The client gets the resources we need on time | The client gets the resources to us late but expects us to still make our deadlines |
| The client is pleasant and easy to deal with | The client has a bad attitude |
| The client gives clear descriptions of what they want | The client changes their mind or gives vague suggestions |
| The client trusts our expertise | The client micromanages |
| Bonus: The client refers customers to us | |
| Tally: | Tally: |