

The importance of client service and relationships

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Customer service can be make-or-break for restaurants, hotels, and retail stores. As Keith Mundrick points out in *The Indiana Lawyer*, this can also apply to law firms, believe it or not. When faced with a legal battle, clients are looking for a quick response, regular communication, and a clean resolution, so that they can get back to their work. Although lawyers may see these situations daily, it may be brand new for a client, and it's important that they feel taken care of, or they may take their work elsewhere next time.

You can read Keith's article here on *The Indiana Lawyer*.

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