

Popular Threads on Solosez

Do You Call Your No-Shows Back?

How many of you call back prospects who don't show for their appointments? I don't want to appear desperate, but I also don't want to lose business.

I did at first, but I don't any longer ... No-Shows who fail to show due to some genuine problem will call back on their own initiative. The others are just tire-kicking or whatnot and weren't serious to begin with.

John M. Hilla, Michigan

I prevent "no-shows" by only scheduling paid appointments.

Christian M. Frank Fas, Puerto Rico

We generally call, because we have found that some genuinely forgot or have the wrong date. We don't pursue them, but do call.

Michael D. Caccavo, Vermont

I call once, leave a message, and let it go.

Melanie K. Morgan, Texas

It depends! If my sense at the time of the initial call, was that they were probably tire-kicking, I don't bother. If the initial call seemed more serious and legitimate, then I do call. Sometimes when I call, the response I get is that they've already retained someone else...I wish them good luck and say good bye (hey, maybe the lawyer they've retained, won't work out!). Sometimes, they truly forgot (hey, if their lives were settled, they wouldn't be seeking the services of a lawyer), and sometimes they had a diff't day/time than I did (so my call avoids them showing up at a time when I'm NOT expecting them.).

I don't have it happen that often, so it's not as if I'm concerned about the amount of time it takes to make the call.

Laurie Axinn Gienapp, Massachusetts

Within in the past month, I've had 3 calls in which a purported problem is posed very generally (sometimes more than one problem), we briefly discuss the person's business and schedule a paid initial consult. No more than a few minutes. In each of these calls, I've been asked about whether I use the service the company deals in and in each, I've said no. Client doesn't show. A brief callback to remind client, but no response. Then the light bulb went on -- could it have been a sales call to gauge my value as a prospect?

Richard Kuslan, Connecticut

I have a generic reminder letter that leans towards non-engagement if they don't call back again.

Michael J. Sweeney, Connecticut

I agree with John. I don't baby my clients. I don't call them and remind them they made an appointment on x date at y time either.

Robert M. Louque, Jr., Louisiana

My assistant calls the day prior to the appointment and confirms that they will attend. She ends the call with "I'm looking forward to meeting you."

No-shows are so rare under this approach that I wouldn't even consider them as a factor.

If someone were to fail to show up, I suppose that I would have my assistant call them to ask what happened. I certainly would not offer a free consult to a no-show. I'd probably take a credit card over the phone to hold the appointment. If they actually complied with that approach, I wouldn't have a problem meeting with them.

But, I think confirmations are the key.

Cheers,

David Hiersekorn, California

I require them to call me two hours before the appointment to confirm, and tell them that if they don't call to confirm that I may not be there at the appointed time. That has eliminated my no-shows.

Peter Wizenberg, Florida