



Counselor/Client Understanding of Expectations

Congratulations again on your choice to call upon the Maricopa Community Colleges Small Business Development Center. We are committed to helping you build a better business.

You can expect:

- *Guidance from business analysts who are small business owners and experienced business consultants*
- *Help in developing a clear path toward accomplishing your goals*
- *Objective and constructive feedback about your progress toward your goals*
- *Courteous treatment from all Small Business Development Center staff*
- *Complete confidentiality regarding every aspect of the information we discuss with you including the fact that you are our client and*
- *Prompt personal attention from Center management to resolve any problems or complaints about the service you receive.*

We expect you to:

- *Communicate honestly and directly about all aspects of your business*
- *Follow through on the work you and your business analyst agree is necessary to accomplish your goals*
- *Be open-minded about alternatives your business analyst suggests*
- *Provide a minimum of 24 hours notice if you are unable to keep any appointment with a business analyst*
- *Assist us in the future by providing frank feedback about the quality of service you received from us and about the progress of your business by responding to an anonymous survey we will send to you several months from now.*

Client Signature: _____ Date: _____

Client Signature: _____ Date: _____

Lead Business Analyst Signature: _____ Date: _____