

## **Client Onboarding & Trust Building Guide**

### **1. Client ke paas sirf Documents hote hain (No Figma)**

- Client ki requirements ko dhyaan se samjhain.
- Docs ke basis par flowchart, sitemap ya basic wireframe banayein.
- Client se confirmation lein ki direction sahi hai.
- Isse client ko lagta hai ki aap unka vision samajh rahe ho.

### **2. Client Reference Website / App laata hai**

- Reference ko design, functionality aur user flow me divide karein.
- Client se clear poochhein ki kya compulsory hai aur kya optional.
- Copy karne ke bajaye solution dene ka approach rakhein.

### **3. Client Personal Access nahi data (GitHub / Hosting)**

- Client ki security ka respect karein.
- TeamViewer / AnyDesk ya live meeting ke through kaam karein.
- Screen sharing aur demos se progress dikhayein.

### **4. Client bahut zyada questions poochta hai**

- Zyada questions ka matlab serious client hota hai.
- Patience ke saath examples dekar explain karein.
- Short recap dekar clarity banayein.

### **5. Client ko khud clarity nahi hoti**

- Discovery questions poochhein (audience, goal, competition).
- 2-3 possible options suggest karein.
- Client ko decision lene me guide karein.

### **6. Confirmation System**

- Har meeting ke baad summary share karein.
- Flow, next steps aur timelines clear likhein.
- Written confirmation zaroor lein (WhatsApp / Email).

### **7. On-Time Reply aur Regular Updates (MOST IMPORTANT)**

- Client ko time par reply dete rahna bahut zaroori hai.
- Regular updates dene se client ko pata rehta hai kaam kaha pahuncha hai.
- Silence trust todta hai, communication trust banata hai.

#### **Final Note**

Har client alag hota hai, lekin trust build karne ka rule ek hi hai:

**Clear communication + confirmation + regular updates**

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