



Valentina
Interiors & Designs

Interior Designer

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Questions for a remodeling project, or new built home
First appointment

- A. Introduce yourself, firm hand shake and give your business card at the door.
 - B. Pet kids and dogs if any and chit-chat with the owners for 2-3 minutes.
 - C. Ask where to sit, if it is appropriate to take your jacket off and get comfortable.
 - D. I don't ever accept anything to eat or drink, ever. I don't know these people yet and I don't know their habits, life style and cleanliness.
 - E. Assure the owners you will do the best job possible with the info they will supply you.
 - F. Tell them briefly about you and your company. Show your portfolio if they ask. Start your questions and take notes, or record the conversation, but ask for their permission if you are in that habit.
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- 1. Show me the area to be remodeled.
 - 2. Tell me about your desires, your needs and why.
 - 3. How many people will be involved in the decisions and in the process of designing/selections.
 - 4. Will clients spent their time to visit showrooms, selecting and buying all the materials, or will client allow designer to do that.
 - 5. How many kids are there living in the house and what is their position in the design process.
 - 6. What are the items to keep after the project is completed and what are the items to throw away. Provide a solution for items to store for later and for items to throw away.
 - 7. Do we recycle any windows, cabinetries, lavatories, plumbing fixtures, door knobs, interior doors, lighting fixtures, counters, etc. If yes, ask clients if they are willing to hire a company specialized in deconstruction versus demolition. Present pros and cons. Tell them the recycling company is an added cost to them.
 - 8. How much clients are willing to invest in the project.
 - 9. What is the style clients are looking to achieve with a designer's help.

10. Have they collected some pictures and photographs. If yes, how and why they see themselves in that style. Ask to keep those pictures and photographs to study their project.
11. Do they have an architect, or contractor for the construction. If not, suggest some of your trusted professionals. Tell clients if you do drafting yourself, or offer drafting services. If you do not offer this service, suggest one of your trusted professional.
12. Date by which clients need the project to be completed. Ask if there have any events coming up in their life for which the house must be back in order.
13. Let them know about your billing cycle. Invoices will be sent on the same day every month. Is this acceptable? If this is not acceptable, ask why, what is their "blockage" or "restrain" and give them another solution. Clients will most likely arrange payments to suit them, remember is your money and your work. You are not a **comfortable commodity**, you are a **paid professional** and you have bills to pay every month, just like them.
14. Tell them how you will proceed from this first appointment and what they will expect from you. Inform them of your work schedule, if you can serve them right away, or you have other jobs to complete before your start with a new client.
15. If clients need time to think about whether to hire you or not, wait to get into action, most likely they are interviewing other designers and compare. Call in a week time to follow up. Ask if it is OK for you to follow up.
16. Salutation moment: firm hand shake, look in their eyes, tell them how much you will enjoy working for them (I hope this will true) and that you will be ready for them when they are.

Note: if during your interview clients have not looked at you directly in the eyes all the time, it is not a good sign.

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