

Construction Law

*Client Service Goals of the  
Construction and Government Contracts Practice Group*



The lawyers and staff of the Construction Law Practice Group at Jenkins & Gilchrist realize that providing quality service to our Clients is as important as providing quality work. Through this Client Service Policy members of our Practice Group are setting goals for the representation of our construction industry Clients by which we expect our performance to be measured.

It is our express goal to become your law firm of choice, but not simply for the duration of any particular project—we view any representation as the opportunity to earn the position of your principal outside legal counsel for years to come.

**1. Responsiveness**

- We will keep our promises on meeting deadlines.
- We will return all telephone calls, e-mails, and correspondence as soon as possible, but in every instance within twenty-four (24) hours, including weekends if required by the Client's circumstances.
- We will respond to a matter based on the urgency determined by the Client.

**2. Expectations**

- Prior to beginning a project, we will work with our Client to establish expectations for quality and timeliness, and establish a plan for accomplishing our Client's goals within

cost parameters that are commensurate with the complexity and value of the particular matter.

- We will keep our Clients informed of developments, progress, and decisions they need to make.
- We will make our best efforts to exceed our Client's expectations.
- We will meet with our Clients face-to-face at least once a year to obtain feedback on the quality of our work and the quality of our service.

**3. Industry Knowledge and Experience**

- Our lawyers focus on the construction industry.
- We attend industry meetings and write for industry publications.
- In accepting the representation of a client, we will seek to develop a comprehensive understanding of the particular business considerations and challenges that bear upon our representation.

**4. Accessibility**

- Any member of our Practice Group can be reached any time of the day or night during the week or on the weekends.
- Our secretaries and staff will know where we are and how we can be reached at all times.
- We will travel to our Client's offices and project sites.

## 5. Meetings

- We will work with our Clients to establish a specific objective and an agenda for each meeting.
- During each meeting we will help develop action items to be taken after the meeting.
- We will provide summaries of all meetings and action items by the end of the business day following the meeting.

## 6. Value

- We will seek to understand what our Clients value, and provide such value to our clients.
- We will advise our Clients when we believe their staff or others can provide the same service at a reduced cost.
- We will use state of the art technology processes and procedures to provide our services efficiently and economically.
- We will not over staff any project. We will seek to match levels of expertise and experience with the requirements of each particular project at all times attempting to achieve the highest level of benefit to cost.

## 7. Quality Assurance

- Our lawyers and staff are well trained.
- The project, Client needs and Client expectations will be defined before work is begun.
- Senior members of our Practice group will provide the vision for the work assigned and will supervise more junior members.
- Both during work on a project and after it is completed, we will seek feedback from our Clients.
- We will reward our lawyers and staff for providing outstanding service to our Clients.

*"Seeking to earn our construction industry Client's business every day."*