

## **TROUBLES DURING TAX SEASON**

You are an accounting student at the local community college. For the past year, you have worked part-time for a CPA. She is nice to work for, and you've been impressed with her knowledge of tax law, accounting skills, and willingness to let you take on important tasks. She does have one major foible though: she is not good at client relations. She does not communicate well: she is either abrupt with clients (or sometimes downright mean) or neglects to get back to them unless they call repeatedly. Just the same, she gets her work done timely and (as best you can tell) she is competent and ethical.

As part of your duties, you are expected to schedule meetings with clients to collect documents needed to file and arrange for a signing meeting at the office. You work with the client to complete the return, and she will review it, sign it, and file it.

She has one client who is insistent that he meet with her, and only her. He resents the fact that he needs to work through you (even though by working through you, his fee is reduced). Finally, this morning he was able to have a call with her. There was a lot of "screaming" on the phone mostly about not returned calls and accusations that she had neglected her responsibilities. At the end of the call (which you listened in on with both their knowledge), he fired her. Though he doesn't bring in a lot of fees to the firm, he is nonetheless known in the community. If he "badmouths" your boss, her practice will suffer.

The client though, likes you. He commented once that he had attended the community college you attend and studied business (and started a very successful retail business afterwards). He admires that you are also first generation college, as he was.

Your boss is "beside herself" with worry. What advice would you offer to her to help bring back the client?