



Tips for Interviewing Prospective Clients

Providers should carefully screen parents and children in an interview. Here are some tips to help you make the most of the interview process:

- Set aside enough time to go over the details of your business, including the terms of the contract
- Confirm time and date of visit 24 hours before scheduled visit
- Conduct interview in a comfortable environment
- Explain policies on such things as discipline, toilet learning, naps, etc.
- Clearly express your philosophy about caring for children
- Sell yourself by pointing out your strengths
- Offer a tour of your program
- Point out the safety features, daily routines, fun activities and children's toys
- Describe your expectations of parents
- Maintain prospective client tracking form
- Follow up with prospective clients

Possible signs of conflict:

- Parent unreasonably late for the interview
- Parent is uncomfortable talking about their values and expectations in raising children
- Parent shows a lack of interest in how you will be caring for their child
- Parent shows signs of inflexibility and unwillingness to compromise
- Parent treats you with a lack of respect