**Voice Over Customer Service Contract**

**From this day forward, I agree as follows:**

* The client is the most important part of my business.
* I devote my maximum attention and effort to providing the highest levels of customer service to each client.
* I do not accept any project without a clear understanding of every aspect of the project.

* I work tirelessly to meet and exceed each client’s expectations for audio quality, script read and interpretation, editing and formatting specifications and timely delivery of the finished product.

* I understand the complexities of each client’s project and do my absolute best to make sure my part fits into his or her project and process seamlessly.

* I take the time to get to know my clients beyond the project at hand.

* I feel a personal sense of achievement when my clients are happy.

* I treat every voice over project and client as my most important project and client.

* I understand and anticipate client needs and work tirelessly to meet and exceed those needs.

* I am willing to go above and beyond the call of duty to help my client and resolve his or her problems.

* I see any client complaint as an opportunity to create customer satisfaction.

* I thrive on ensuring that the client – voice over talent relationship and experience is the best it can be.

**I hope this contract can help you grow your voice over business by ensuring top quality customer service to your prospects and clients.**

**-John Lano**