

Sav's

Client Questionnaire

what to ask and how



Direct access to Sav's carefully curated client questionnaire.
Years in the making free for you!

Check for red flags

This could be as easy as their occupation is something you don't align with or they have young children and you only work with corporate couples. Maybe even their budget is looking to be very unrealistic, you have the ability to know that early enough to give them a call and adjust their budget expectations before you waste their time and yours.

Better understand their lives

The better you understand your clients and their lives the easier it becomes for you to serve them well and exceed their expectation. If you know before meeting them that the wife is a midwife and the husband is a tradie, you already know their sleeping schedules may be different so a door to the ensuite is a must in order to not wake the other up. If you go into a meeting already knowing this they will be blown away at your foresight and deep understanding of their needs.

Have all their details in one place

I personally save this filled out form everywhere! In my google files, a printed copy in their file, a link in my phone contact and one in my project management software. This makes it super easy to find a little detail like their address quickly and efficiently. This saves me the embarrassment of forgetting their kids names and I refresh my memory in the car before entering a meeting to ensure I remember those little details that mean the world to them.

The client experience

Clients forget that they filled out this form, and that is amazing for you as the designer because every time you roll up to a meeting with their favourite coffee they are surprised you remembered and they feel special that you have taken the time to grab it for them. Also if you have ever received a gift from someone and its generic wine you don't like, you appreciate the gift but it's not very special is it? So I ask their favourite snacks and beverages so I can gift them something they actually love at the end of a project not some thing generic.



Name *

First

Last

What is your occupation? *

Promise we aren't being nosy, it just helps us to know what you do for a living so we ensure we are designing to suit your lifestyle

Partner or spouse's name

First

Last

What is your partner/spouse occupation?

Promise we aren't being nosy, it just helps us to know what you do for a living so we ensure we are designing to suit your lifestyle

Do you have Kiddo's? If so what are their names and ages *

Promise we aren't being nosy, it just helps us to know what ages your kids are to ensure we are always thinking of them as we are designing as it is as much their home as yours!

Email *

Address *

Project Address (if differ's from current residential address)

Phone *

How did you hear about Savannah Denny Designs? *

- Facebook
- Instagram
- Google
- CH Chronicle
- Word of Mouth
- Referral/recommendation
- The Advocate
- other

Why did you choose Savannah over another interior designer? *

- Location
- supporting local
- good reccomendation
- likes Savannah's style
- Likes Savannah's website
- knows Savannah Personally
- other

I ask my clients about their occupation to better understand their meeting availability and it's a great topic of discussion and small talk!

I ask my clients kid's so I know what sort of practical allowances this home needs to have to withstand the pressure certain aged children have on it.

This is a good time to ask all the marketing and advertising questions to compile data about how you get found by clients. Invest back in those platforms!

To understand what you have that your competitors don't. This allows you to put more effort into this area!

Have you worked with a designer before? *

Describe that process *

Which service are you interested in? *

Describe in detail the scope of work *

We would love to know how long you see yourself staying in your home! *

- 1-5 yrs
- 5-10 yrs
- 10+
- Forever home - we are never leaving!

We need to know this so we can have the future buyers of a property in-mind too!

Copy and paste the URL for you Houzz or Pinterest Inspiration boards if you have one.

Our opening hours are 9am-5pm weekdays. Within those time, what days and times suit you best for consultations *

Comment or Message

We love to treat our clients! We like to bring you a coffee or a snack to some of our meetings and gift you with wonderful things at the closing of a project to show you how grateful we are to have worked with you on your dream home. So help us spoil you by answering the below questions

What is your favourite coffee (please answer for all who may be at a meeting ie. partner or friend etc) *

What is your favourite alcoholic drink (please answer for all who may be at a meeting ie. partner or friend etc) (copy) *

When is your birthday? We want to celebrate with you! *

Would like to subscribe? We promise no spam, only monthly emails full of professional design tips, advice and knowledge straight from the professionals in the industry. Plus everything you need to know to take the next steps with Savannah Denny Designs.

- Yes, I would love to!
- No thanks.

This way you know that they understand the process and if not, you need to spend some more time and care explaining it to them.

This allows you to understand the level of investment the clients would be smart to make and help them make decisions that are in line with that.

Easy way to compile info for client gifts and avoid having to ask later