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Guarantee Your Meals

As a Personal Chef, perhaps your strongest selling point is your great food. You are selling yourself as well, but nobody will hire you because you're a nice person, but your food is second rate. Potential clients are sometimes skeptical about the whole thing. Some have issues with a stranger in the house, others think about the cost, and others wonder if the whole thing is worth it. You of course can overcome all of these objections (or at least you should be able to overcome the common concerns). One ace up your sleeve is your great food. Use this as a way to get a new client signed up, or build this into your policies – simply state that if for any reason the client finds your meal unsatisfactory, you will replace the meal at no charge – period. Don't get into a situation where you are questioning or trying to defend your meal, but do ask enough to learn what the client found to be the problem. Maybe it was an ingredient that they don't like (and may or may not have identified that on your initial food questionnaire). Maybe it had something to do with the reheat process, and in that step something went wrong. You already know that clients can easily ruin a great meal when using the microwave as a heating source. Ideally you will have "educated" the client on how to use their microwave, but even then, people can quickly overheat, this dry out and ruin a perfectly good meal. These are the issues you want to learn, and help the client to avoid this in the future. Keep in mind that we're talking about a meal, and not a complete service. Your client cannot wait until they've consumed all the food prepared (assuming a 20 or 40 meal service) to complain that they didn't like anything. Too late. If they don't like something, speak up today, and correct the problem quickly.

