

## [Top tip on how to bill your clients](#)

By [Cordell Parvin](#) on March 25th, 2013

When your clients get your bills, what do they think? I know from experience they do not want to be “nickel and dimed” in your bill. Remember the last time you paid \$20 for parking or \$12.95 for the internet at a hotel? How did you feel? One hotel has a different approach and I think it will give you an idea on how to bill your clients.



In January, Nancy and I stayed at the [Royal Palms Hotel](#) in Phoenix. Staying there had always been on our bucket list. We had such a great experience that I hope we can go back every year. I wrote a great [review on Trip Advisor](#) and I have recommended it many times since our visit. We liked many things about the hotel. One thing we liked was the “\$30 a day resort fee.” It covered:

- Gratuities for front desk, bellmen, valet, and housekeeping staff
- Daily use of fitness center and Alvadora Spa facilities (steam room, etc.)
- In-room coffee (which was top notch coffee)
- Valet parking

- Twice daily housekeeping service
- Wireless internet access
- Use of the business center
- Daily newspaper
- Local telephone calls
- Up to four incoming faxes

I think the Royal Palms could even do better if there was no resort fee and instead they just added the \$30 to the cost of my room. When I stay at hotels, I hate paying for parking, internet access, or to use the fitness center. I hate to say it, but I also do not like tipping. I want to make sure that the hotel staff is well compensated, but it becomes a burden very easily.

You arrive at the hotel and you have to tip the valet parking attendant who unloads your bags. Then you have to tip the bellman who takes your bags to your room. Then you have to tip the concierge who makes you a reservation for dinner and I can go on, but you get the idea. Your clients do not like being charged for:

- Copy expense
- Long Distance Telephone
- Emails or telephone calls that take less than a minute
- Legal research like WestLaw
- Some meetings between junior lawyers and senior lawyers

# Cordell Parvin Blog

DEVELOPING THE NEXT GENERATION OF LAW FIRM RAINMAKERS

**Cordell M. Parvin** built a national construction practice during his 35 years practicing law. At Jenkins & Gilchrist, Mr. Parvin was the Construction Law Practice Group Leader and was also responsible for the firm's attorney development practice. While there he taught client development and created a coaching program for junior partners. In 2005, Mr. Parvin left the firm and started Cordell Parvin LLC. He now works with lawyers and law firms on career development and planning and client development. He is the co-author of ***Say Ciao to Chow Mein: Conquering Career Burnout*** and other books for lawyers. To learn more visit his Web site, [www.cordellparvin.com](http://www.cordellparvin.com) or contact him at [cparvin@cordellparvin.com](mailto:cparvin@cordellparvin.com).