

Lesson 26 Action Workbook

Getting Five-Star Reviews and Testimonials

Module 4 of 5: Professional Freelance Work

Build a reliable client experience

Use quality delivery and clear communication to support client satisfaction.

Name: _____ Date: _____

Client experience checklist

Record agreed deliverables, checks, deadlines, handoff and open questions.

Delivery and acceptance log

List files sent, review instructions, feedback received and approval status.

Follow-up plan

Choose an appropriate follow-up time and the agreed communication channel.

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Request honest feedback professionally

Ask without pressure, incentives or any requirement for a positive rating.

Name: _____ Date: _____

Honest review request

Draft a short request after delivery; leave the rating and wording to the client.

Feedback response plan

Plan a calm response to praise, concerns or a missed requirement.

Improvement tracker

Record feedback, the action to take and how you will check the improvement.

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Use testimonials with permission

Confirm permission and preserve the meaning of the original feedback.

Name: _____ Date: _____

Testimonial permission request

Ask where the quote, name and business details may be displayed.

Approved testimonial record

Record exact approved wording, attribution, placement and permission date.

Next-project action plan

Choose one service improvement and a respectful repeat-work follow-up.