

Got news? From personal milestones to team and colleague shout-outs—**tell us about your wins!**



Guarding Our Reputation: The Power of 5-Star Service and the Threat of a Single Detractor.

Prospective clients (even referrals) choose us over our competitors after a Google search, based on our online reputation (Star Rating). Thus, 5-star customer service and the resulting 5-star review are both critical to our continued growth and success. As such, I believe we are in the customer service business, as we deliver legal services.

Legal skill is a baseline requirement, but the differentiator that prompts a client to write a glowing review (or a 1-Star hate review) is whether the client feels he or she was treated well, respected, was in charge of the case, was well informed (via proactive communication), and ultimately, if the client believes we had his or her best interest at heart as we balanced the legal and practical aspects of their case. We will accomplish all the above by continuously reminding ourselves that "*it is the client's case, not ours.*"

How a 1-Star Review Snowballs

It is becoming more common that when a client (or even PC) feels slighted, even if we believe the issue was minor and we ultimately achieved the client's goal, he or she will not stop at a single 1-Star review. They will post *and repost* until there are no other platforms to post on (we have 8 Google profiles, multiple

Facebook pages, several BBB profiles, and 4 Yelp profiles, just to name the obvious). So a single poor customer service event (or misunderstanding) can turn into significant online damage.

We know people read the reviews (good and bad) and base their decision to contact us on the reviews, because they tell us. If you have ever posted a 5-Star review for a business, you likely received some feedback from Google a few weeks later telling you how many people have reviewed your posting. The number is often shockingly high.

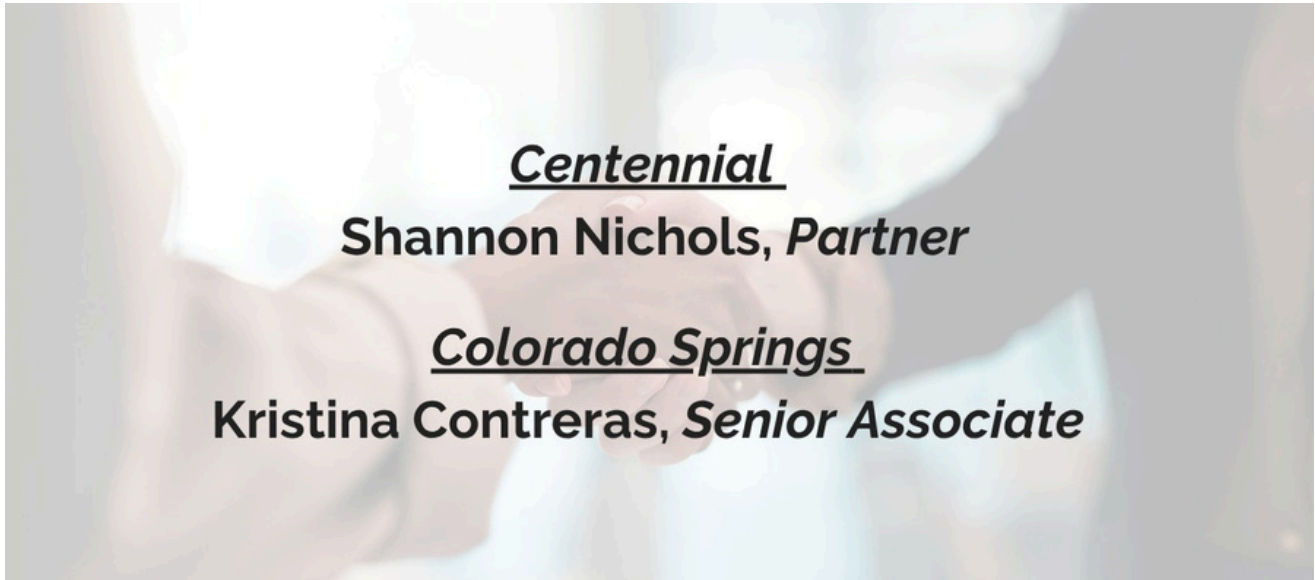
We Can Limit Bad Reviews

I need your help maintaining our excellent online reputation by focusing on every client interaction to provide the best possible customer service. Let's go the extra mile for our clients, then ask them to post a 5-Star review.

Good Practices to Keep Clients Happy

1. **Set clear expectations upfront.** Most negative reviews stem from surprise — unexpected fees, longer timelines, or outcomes the client didn't anticipate. Make sure clients know what to expect from day one, and revisit those expectations whenever circumstances change.
2. **Return calls and emails promptly.** "They never called me back" is one of the most common complaints in legal reviews. Remember, if you call your client 24 hours later, you're 23 hours too late. Calling early prevents a huge share of frustration.
3. **Communicate bad news proactively.** Clients who feel blindsided write angry reviews. When a case takes a bad turn, get ahead of it. Calling the client before they have to ask preserves trust even when outcomes are disappointing.
4. **Close every matter with a formal wrap-up.** Many reviews are written right after a case ends, when emotions run high. A closing call or letter that summarizes what was accomplished, thanks the client, and invites any final questions leaves people feeling heard — and gives the R&H a chance to catch dissatisfaction before it becomes a public review.

New Names & Familiar Faces



In & Around the Office



Trey Eckloff and **Joe Lico** recently obtained a favorable settlement on behalf of their client in El Paso County District Court. The settlement resolved claims for breach of contract and civil theft, securing compensation above the originally disputed amount.

The firm's client acted as the exclusive real estate broker for the defendants. After our client introduced the defendants to a new builder community and worked extensively to secure complex financing, the

defendants deliberately bypassed the firm. They purchased a home directly from the builder, utilizing the exact financing structure and lender the firm had negotiated, while actively instructing the loan officer to conceal the transaction to avoid paying a commission. The parties ultimately agreed to a settlement that fully compensates our client for the deceptive actions that deprived them of their earned value.

The settlement was unique in its strict enforcement mechanisms designed to protect the client after a breakdown in trust. If the defendants fail to pay the full amount within a specified time frame, our client can immediately take judgment by motion in an amount greater than the settlement amount with rapidly accruing statutory interest until paid in full.

Internal CLE Program



From left to right Sullivan Manion, Katherine Fontenot, and Rachel Bentley

Beat the summer heat, don't sweat your CLE credits - we've got you covered! Use the sign-up form to add these to your calendar to keep your professional development on track.

Register for sessions [HERE](#). All Sessions Begin at Noon.

July 15th: Declaratory Judgments with [Sullivan Manion](#)

Sullivan Manion will offer a practical roadmap for using Declaratory Judgments to define legal relationships early and decisively. We will examine the rules governing this relief and assess the specific circumstances where a judicial declaration is most effective. Learn to identify when to use these judgments to avoid future litigation while ensuring your clients' rights are clearly established.

August 11th: Domestic Relations and Probate with **Katherine Fontenot** and **Rachel Bentley**

Domestic relations and probate law are two sides of the same coin, yet they rarely seem to speak the same language. When a divorce impacts an estate plan, or a probate dispute fractures a family, you need a cross-functional toolkit to handle the fallout. This upcoming CLE bridges the gap between these two major practice areas, giving you insights on how to protect your clients from future problems, address existing estate plans during a divorce, and simplify critical support and custody issues.

Watch Past CLE Courses on Zendesk

Get CLE credits at your convenience! Access the materials in the **CLE Section on Zendesk**. **Submit a ticket** for questions about the submission process or technical difficulties. We hope this serves as a valuable tool for your continued professional growth and makes staying current on training more accessible.

Contact the CLE Committee

[Email the CLE Committee](#) if you have questions about the program or want to facilitate a session.



In the Media With Robert Schifferdecker

Real Estate Senior Associate Robert Schifferdecker was recently featured as a legal expert on Denver7 Investigates, the ABC affiliate's investigative news team. The story centered on a Colorado woman with a lengthy criminal history who allegedly used false identities and fabricated documents to secure rental properties across Colorado and Texas. Over nearly two decades, she left a trail of unpaid rent, evictions, and severe property damage — including meth contamination.

Schifferdecker said these types of cases are difficult for landlords to resolve because "People like this, they're really just judgment-proof. You can get a money judgment against them, but that doesn't mean you're gonna get any money from them." Robert's commentary highlighted a hard truth many landlords face: winning in court and actually recovering losses are two very different things.

[View Full Story](#)

Westminster Wildlife with Ed

Marketing Videographer Ed Schneider has been quietly documenting the wildlife near Margaret's Pond in Westminster, and the results are worth seeing. Ed first spotted a family of Great Horned Owls in early May. The mom and dad have returned to the same nest near the pond for several years. This spring, Ed had the privilege of documenting a new chapter — three owlets. From "branching" (venturing out of the nest onto the tree's branches) to "fledging" (short flights to other trees), Ed has captured it all.

As you browse the photos, take a closer look. There may be more owls tucked among the branches than you think. Their natural camouflage makes spotting them part of the fun. **Click the image to enlarge the**





Ed also saw a pair of baby raccoons in the area, adding to what has become an impressive collection of local wildlife.



Pet-torneys of the Month: Cooper, Harriet & Millie



This month's Pet-torneys, owned by Operations & Training Project Manager Megan Huber, are a trio full of personality and charm. **Cooper, 5, an Australian Shepherd**, loves adventure and keeps everyone on their toes. He loves exploring, backyard zoomies, and sneaking veggies from the garden.

Harriet, 22, is a Russian Blue. Wise, distinguished, and known for her impressively loud purr, she enjoys relaxing, especially in laundry baskets. She likes rolling on sun-warmed stepping stones and a quick snack of grass in the garden.

Chatty and affectionate, **Millie** proudly holds the title of Cooper's biggest fan. She loves watching birds, bunnies, and squirrels from her favorite window perch. When she's not keeping watch, Millie is "hunting" her toy mice and presenting her latest catch for pets and praise. **Want your pet featured next?** Send **Isabella** a photo and a few fun facts about them.

Jobs at R&H



Get Job Alerts

Robinson & Henry champions professional growth and development. Our commitment to career advancement is reflected in our 'promote from within' philosophy, creating opportunities for team members to progress when possible.

Join the email list to get notified when there's a new position, and apply for current R&H job opportunities on the Careers page.