

Provider Relations 101: Contacting A Provider

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I thought I would have some fun and also open up discussion on a number of topics over the next few weeks. A "Provider Relations 101" class. I would love to hear input from providers and clients alike. The Provider/Client relationship is one of mutual respect. I'll attempt to bring up topics which address the different aspects of respect for discussion.

The first subject I would like to start off with is "Contacting A Provider."

So, you've become interested in a provider. Possibly you read a post from her or about her on the TER board. Possibly you simply read a review about her. You click on her website and decide to contact her. What do you do?

Well, if you've made it to her website, you've noticed the photos. You decide you like the photos, experience a certain physical response, so do you immediately make a call or send an e-mail? I would hope the answer is no.

Providers, like myself, take alot of time putting together their websites. They write, edit, re-edit the text to answer any questions about their services, donations, requirements and restrictions, their location, availability (days and times), appointment minimums and prescreening. They do this so as to not waste the time of either party.

Every provider gets e-mails asking them what their donation is. The majority post this on their site. So questions about donation wastes both parties time.

Some providers have age minimums. I can appreciate that you may be disappointed if you don't meet those minimums, but I hope you can appreciate that each provider who has a minimum has set that minimum based upon their preference and also their experience. So, when it says on their website that they cannot make exceptions, I would hope that you will respect that decision and find a different provider who may have an age minimum that you do meet. (What is not appropriate is to lie about your age as when the provider asks for a Drivers License as ID, she may cancel the appt if the age was misstated).

If a provider indicates that their last appointment is at a 9:00, its not appropriate to call them at 12:00 midnight, you are again wasting both of your time. However, if you are asking for a 9:30 appointment, the provider may be willing to bend a little. The same hold true with daily start times.

Prescreening. Each provider has different prescreening requirements. These were put into place so that the provider has sufficient information to feel comfortable and at ease with the prospective client.

1. Some providers ask for provider references. For those providers, they generally are looking for well-reviewed ladies who have websites and who are known within the community. When giving a provider reference, it is important to provide; her website, her e-mail address and telephone (if available). It also helps to give an approximation of the month and year that you saw the provider. It is generally not a good idea to give a provider that you have only seen once and over a year ago. Many providers do not keep records older than 1 year and many providers will not give references for individuals they have not seen within the last 6 mos.

2. If she does not take provider references, she will ask for personal information. Again, each provider requires different information for prescreening purposes. This process requires mutual respect and trust. The provider trusts that you are providing true information, you are trusting that she will keep this information in the strictest of confidence. If you are uncomfortable with the information they are requesting, you are not obligated to provide it. But, just as you are uncomfortable providing the information they are requesting, they are equally uncomfortable seeing you without it and you have most possibly reached an impasse. Again, you can simply move on and contact another provider whose prescreening requirements are more to your liking.

3. The majority of providers will not meet with an individual who wants to provide identification only at the meeting in lieu of prescreening. They will also not forego prescreening for a higher donation. Lets face it, its sad but there are some dangerous individuals out there. Safety comes first.

Online calendars. Online calendars are provided so that potential clients can determine if the provider is available on a specific day. However, that does not necessarily mean that she is available at the time you wish to see her. It simply means that she is seeing clients that day. The majority of providers do not show their booked appointments on their online calendar. What an online calendar does provide are the days that she is not available. Perhaps she has a family gathering on a certain day and is taking the day off. Perhaps she is on vacation.

Incall vs outcall. Incall refers to the meeting occurring at the provider's location. Outcall means that the provider meets you at your location. Many providers have different rates and also appointment minimums (length of appointment) for incall and outcall. They may also have different minimums for certain days of the week. It is best to familiarize yourself with this information before contact.

Now, that you have read the provider's website, its appropriate to contact the provider. Please keep in mind that if your method of contact is by telephone, the majority of provider's do not accept blocked calls. Also many will not return messages when the initial call was blocked. Also, if you are a room service member, you must call the provider from a telephone number that you have listed with room service as the provider will verify your name, city of residence and the number you have telephoned from. If you list a cell phone number to room service, and have called from your place of employment, room service will not verify you. It is important to provide all numbers that you may call from to room service and to keep this information up to date. Also room service is not available 24 hours a day. Also if you have just applied for room service membership, it takes between 1 and 3 business days for them to complete their verification process.

If your method of contact is by e-mail, please keep in mind that if the e-mail contains graphic information, lewd photos, requests information that is covered in the provider's website (such as donation, services available, etc.) the provider may simply refer you to their website or delete your e-mail altogether. With the current legal environment, they do this for their protection.

By treating the provider with respect and courtesy, you can expect to receive a timely and courteous response back from the provider. If you do not hear back from her in a timely manner, before coming to any conclusions, I would recommend that you check your "spam," "bulk," or "junk" mail folder. It is amazing how often my responses to clients wind up sitting unchecked in one of these folders. If you do not have a response, it is appropriate to resubmit your information or simply pick up the phone and call the provider. It is possible that for whatever reason, it was never received. Most providers are respectful of your time and appreciate the time you took to read our website and contact us and respond back to you in a timely manner.

Like me, most providers want to make your initial contact with them a pleasant experience. We try to keep you informed of the progress of our prescreening. I generally send an e-mail out right away to let you know that I have received your request and that I am either available or not available at the date and time you have requested. If I am not available, I may suggest an earlier or later time in an attempt to meet with you. If we work together, we can get the through this together and get on with the best part of... the appointment *wink*