

# Interviewing Potential Clients

4-C's Mission is to promote children's well-being by advocating for quality, affordable child care. We support parents and those providing child care by offering information, education, resources and services.

*Serving Carroll,  
DeKalb, Lee,  
McHenry, Ogle  
and Whiteside  
Counties.*

### 4-C: COMMUNITY COORDINATED CHILD CARE

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155 North Third Street,  
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website:  
[www.four-c.org](http://www.four-c.org)



- Use a quiet comfortable place to conduct interviews.
- Include the child/children in the interview so they can become familiar with the setting.
- Ask someone to sit with you in the interview.
- Be prepared. Have your contract, policies, and all other forms ready and in order.
- Make a copy of the contract for yourself and for the client.
- Speak in a calm, friendly voice and be sure to smile.
- Ask questions. Prepare a list of the questions that are important to you and write them down. (Example: Do you ever find it necessary to work late?)
- Create a simple outline for yourself. This will help you keep on track when trying to cover a lot of information.
- Show pictures of the children in your child care program involved in various activities. (With the parent's permission)
- Give the client a handout describing the benefits of your program.
- Display awards, classes, etc. in a book or on the wall. Make sure that your license is displayed.
- Take the clients on a tour and show them the areas where the children will be spending their day. Display pictures and artwork at the child's eye level. Be sure games, blocks, and other activities are within the children's reach.
- Ask the parents if they have any questions and write them down. If you can't answer right away, tell them you will call within 24 hours.
- Thank them for taking time out of their day to come and visit. Remind them to call if they think of more questions.