

Hi Neha

I wanted to share my experience on working with you to help me find the right image for me. When I came to you, I had already met with a "famous" image consultant whom I had googled. It hadn't worked out with her and luckily I found your reference at the time when I was almost giving up.

The first thing that stuck me about working with you was that you didn't make me feel like I was hopeless and needed help. I already knew I needed help that's why I had reached out to you, but you never made me feel like I am the world's worst dresser (unlike the other lady)

This is important because in the drive to show your value it's important not to bring down the already shaky self esteem of the client.

The first impression I have of you is tremendous warmth and real interest in me as a person. I did not feel I was just another client, another number to you, but instead I felt I could share my worries with you and that you actually could relate and care. This is huge, in my book, as image is such a personal and sensitive thing, you are almost playing the role of a therapist here, so this concern and genuine intent was so critical.

Then of course your skill, I enjoyed the sessions on body type, on coloring, on figuring out my day and my needs, many of which were a revelation to me. The idea I had in my head about who I am and who I actually am had so much dissonance it was an eye opening experience for me.

The shopping naturally was the fun part, and this is from a person who hates shopping. I tried clothes I had never tried before and enjoyed a brand new wardrobe as well as learnt about cuts and fabrics from you.

I got several compliments three of which stand out to me:

1. My husband who noticed and started calling me VP! Thanks to my more sophisticated avatar.
2. A fashion designer at an event telling me my jacket was trendy. Wow.
3. A much younger colleague at work, telling me that her first impression of me is that she thought I am fashionable.

I don't think I have received so many compliments on my dressing after college. Indeed my old dressing style was stuck in college days, you managed to update it and bring it to the 21st century.

From an outcome perspective, I bagged a major promotion at work. It may sound shallow, but I strongly believe that my looking the part, and feeling confident, played a big role in my being able to convert my work skill into a real opportunity.

Thanks so much for your help and your support on this journey. I have yet some way to go before I can be fully independent, but I think we can work towards that, so that I can grow more confident in my shopping choices. Until that point I am going to have to continue to bother you!

Thanks Neha, it's been a great experience working with you.