

ENDING THE CONTRACT

THE PROJECT IS FINISHED

Once you've finished your last milestone, ask the client to close out the project and give you some feedback.

It's always best when a client closes out a project, BUT you may have to if they become unresponsive at the end. You will receive an email asking for feedback on the client. You won't be able to see the feedback they've given you until you give them feedback and vice versa.

A client's testimony is really important for you to be a top-rated and top-paid freelancer on Upwork.

MAKE SURE YOU ASK BEFORE THEY CLOSE THE CONTRACT OUT

Remember Upwork evaluates the private feedback the client gives you when they consider your Job Success Score. So, it's important to let the client know that even though you won't see the private feedback it has a significant impact on you as a freelancer.

When you put it like that it puts a little bit of pressure on the client to actually give you good feedback without manipulating them, simply informing them.

ENDING THE CONTRACT

BE PERSISTENT

You will likely need to ask more than once. Clients typically want to leave feedback they just get distracted. So, every once in a while shoot them a message as a reminder.

One thing you can do is if they have any additional small requests as you're closing up the project ask if they'd be willing to trade for closing the contract and leaving a good testimonial.

WRITE THE TESTIMONY FOR THEM

Send them a testimony they can copy and paste. Do not replicate the same testimonial for every client. Think creatively about how to make yourself sound good without being too braggy.

Only use the copy/paste method if you are sure the client you're asking would give you good feedback **AND** you've asked them a few times to do it themselves and they haven't been able to for one reason or another.