

Love starts here.

The Matchmaking Company
New Client Handbook

welcome

A Letter from **Matchmaking**

We are thrilled to welcome you to our community of like-minded individuals seeking meaningful romantic relationships. Your decision to join us is a testament to your commitment to reaching your relationship goals, and we are honored to play a part in that journey.

We understand that embarking on a search for a romantic partner can be both exciting and nerve-wracking, but rest assured that you are not alone. Our team is here to offer you a personalized and supportive experience that considers your individual needs and preferences.

Together, we will help you navigate the dating world. We cannot wait to get started!

Kathrine Wilson
Director of Matchmaking and
Certified Matchmaker





Barbara and Ron, Matchmaking Clients

Table of Contents

Matchmaking 05-07

When Can I Start?
How It Works

Dating 08-13

Introductions & First Dates
Dating Green Flags & Conversation Starters
Giving Feedback
Reasons My Program Is on Hold

Coaching 14-15

Personal Coaching
What Can a Coach Do For Me?

Important Facts 16-17

Know the Specifics of Matchmaking & Coaching



Kris and Christina, Matchmaking Clients

When Can I Start?

After you join, we get busy processing your information. This process can take **3-10 business days**. Don't worry! We will be in touch as soon as we've finished reviewing your profile details.

Welcome Call from Matchmaking
Once our Matchmaking Team has reviewed all your information, they will call to introduce themselves. If Coaching is included with your program, you will receive a call from the Coaching Team as well.

Background Screening
Online background screening is conducted through a national background screening company and then reviewed by our Administrative Team.

Review Your Profile
Matchmaking will review the results of your Key Life Values Test, and look at your profile in detail.

The Search Begins
Once your background screening has cleared and our Matchmaking Team is confident they understand your profile, they will begin looking for your first Introduction.

How long before I get my first Introduction?
The search for your first Introduction begins once your paperwork is processed. It generally takes 3-10 business days to process new clients.



How It Works



1



Consultation
Your initial meeting with a New Client Advisor is the first step on your journey with us.

2



Processing
The search for your first Introduction begins as soon as your paperwork is processed. Generally, it takes 3-10 business days to process new clients.

3



Receive an Introduction
Your Matchmaking Team will contact you once they have an Introduction for you. Once phone numbers are provided, it is then considered a Match.



We Offer Date Coaching
Need some practice? Our Certified Dating and Relationship Coaches offer invaluable 1-1 sessions to support you in finding and keeping healthy relationships. See pages 14-15 to learn more.

Dawn, Certified Dating Coach and Matchmaker



4



Set Up Your First Date
Connect with your Match over the phone to establish a date plan. See page 8 for tips on planning a first date.

5



Go Out and Meet
Let the fun begin! See page 10 for dating green flags and conversation starters.

6



Provide Feedback
After your date, fill out the online feedback form. Share the details of how it went with your Matchmaker. See pg 11 for how to submit feedback.



I have an Introduction.

An Introduction is when two parties are selected as a Match and provided with each other's phone numbers.

What information does my Match receive about me? As a standard, we share your first name, city, and phone number. We do not share your address, email address, or photos of you with your Match.

Who makes the first phone call? Either person can make the first call. We give phone numbers to both parties. We hope that both parties will make an effort to make contact.

When should I call? Call your Match within 48 hours of receiving the Introduction. If you receive a message, please call back promptly. Make sure your voicemail is set up so that you can receive messages.

What if I don't hear from my Match? If you have tried communicating and it's been more than 48 hours, please let us know! A lot of work went into finding this Match and we are here to help.

If your program includes Pre-approval, you may turn down an Introduction. Be prepared to explain to your team the reasons for your decline. This will help them as they search for your next Match.

Keep It Short

When setting up your first date, try to spend no more than 5-10 minutes on the phone. The call is just to establish when and where you will meet in person.



Planning Your First Date

Make It Casual and Keep it Public
We suggest a casual date in a public place. Pick a place where you can talk and get acquainted.

Coordinate How to Find Each Other
We don't share photos so plan how to find each other. Let them know what you will be wearing and where you will be.

Provide Your Own Transportation
Not only is it safe, but it also eliminates awkwardness at the end of the date.



Rebecca, Certified Matchmaker and New Client Advisor for the Southeast

What if I need to cancel my date?
If you must cancel, give your Match as much notice as possible. If you leave a message to cancel (by phone or text), please ensure the other person acknowledges that they received the message.

If it is the day of the date and the other party has not confirmed that they received your message about canceling, please contact your Matchmaking Team. We never want anyone to feel like they have been stood up for a date.

3 Date Rule

Give your Match 3 dates. We encourage our clients to use this proven dating tip. We often find that just one meeting with your Match may not be enough for you to gauge compatibility.



Giving Feedback

A critical part of our matchmaking process is sharing your feedback after a first date. Since you are required to provide feedback after every Introduction, we've made it easy to submit.

When should I submit my feedback?
After the first date. We prefer that you give us your feedback right after your first date. We want your first impressions when they are still fresh in your mind.

What's the best way to submit my feedback?
Our feedback form! This is the preferred method for getting feedback to your Matchmaking Team. You can also provide your feedback over the phone. Let your Matchmaker know if you are not comfortable using the form.

What if the date didn't happen?
If your date didn't go through, you can still use the feedback form. The form has questions specifically designed to address this situation.

Your Feedback is Confidential

Your post-date feedback is only shared with your Matchmaking team. Honest and constructive feedback helps us do the best matchmaking for you.



Reasons My Program is On Hold

You Requested A Hold
Hold Time allows you to pause your program for some time. Clients use this time to date someone exclusively or if life circumstances make it difficult to date (work, travel, etc.). If you want to pause or resume your program, notify your Matchmaking Team.

You Want To Date Another Client Exclusively
If you want to exclusively date one of your Matches, we call this a Happy Hold. Clients use their hold time to explore a relationship with their Match.

You Haven't Given Feedback
Feedback is required within 30 days of receiving an Introduction. If we don't receive feedback, we reserve the right to place your program on hold. Without feedback, the Matchmaking Team will assume you do not want another Introduction and are happily dating someone.

You Didn't Respond After Multiple Attempts
If your Matchmaking Team has made 3 or more attempts to contact you without hearing from you, our protocol is to place your program on hold.

Please refer to your contract for specifics on your Hold Time.



Oliver, Certified Matchmaker for the Southeast







Chris and Laura, Matchmaking Clients

Dating Green Flags

When looking for a partner, green flags are just as important to notice as red flags. Look for positive behaviors in your date that reflect how they handle themselves and respond to you.

Green Flag Behaviors

- They give you their full attention
- They know how to keep it fun
- They show flexibility
- They don't rush physical intimacy
- They show confidence, not arrogance



Conversation Starters

- **What's your favorite movie and why?**
- **Tell me about your favorite hobbies.**
- **What is your favorite song or music genre?**
- **What do you like about living in..?**
- **Can you recommend your favorite restaurant?**
- **Have you watched anything interesting lately?**
- **If you could travel anywhere, where would you go?**
- **What's on your bucket list?**
- **Who inspires you and why?**
- **What person in your life brings you the most joy?**
- **Describe your perfect weekend.**
- **If you won a large amount of money, what would you do with it?**







Personal Coaching

Build your dating and relationship skills with Love Life Academy.

Love Life Academy is our coaching division. Our Coaches are professionally trained and certified in the Science of Dating and Healthy Relationships by Dr. Terri Orbuch, Ph.D. Our Coaching Division provides extra support to help you attract your ideal Match and discover your best self.



Heather Drury, Director of Coaching and Certified Matchmaker

LOVE LIFE ACADEMY

My team of coaches provides guidance and support to individuals looking for long-term relationships, helping them to improve communication, confidence, and relationship skills.

If you want to add Coaching to your program, ask your Matchmaker for more information or contact **Coaching (888)604-0347**.

How can a Coach help me?

Our Dating Coaches identify specific areas for personal growth to enhance your dating experience, making it more positive and successful.

Self-Confidence
Build your self-esteem and confidence, and receive tips that can help make you more attractive to potential partners.

Communication
Learn and practice how to communicate effectively with potential partners, and how it can lead you to healthier relationships.

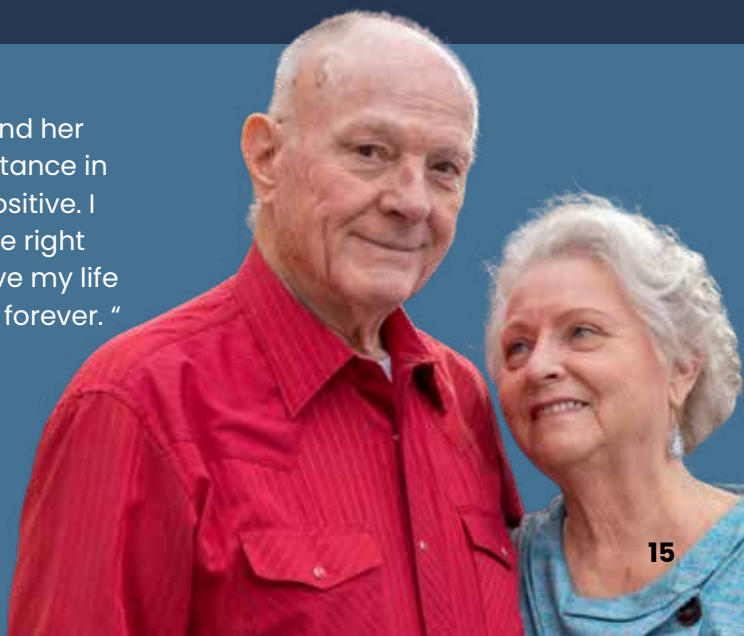
Self-Awareness
Become more aware of your behavior patterns and how they may be impacting your dating experience.

Direction
Clarify your relationship goals and priorities, and get support to help you develop a plan to achieve them.

Mindset
Learn to see the positives throughout your dating journey. A positive mindset can substantially increase your odds of success.

"I worked with [Coach] Dawn for 10 sessions and found her to be honest, professional, and always seeking assistance in my search to make my matchmaking experience positive. I would like to praise her tenacity in keeping me on the right path toward my matchmaking goal. In the end, I have my life partner with Barbara, and have no doubt this will be forever. "

Ron, Coaching and Matchmaking Client



Important Facts: **Matchmaking**

- Our Matchmaking Team utilizes your New Client Profile along with your Key Life Values to find the best-suited Match for you. We match you with other clients who, based on our opinion, most closely fit your requests while ensuring we do the same for the other party.

- Each Match is the result of a personalized search. As each client is different in their matching requests, and how they fit within our client database, we cannot guarantee Introductions in any specific time frame. The more flexible you are in your matching requests the more potential clients there are to match you with.

- An Introduction is established once phone numbers have been given to you and your Match. We recommend that you meet all your Introductions in person, in a public place. Meeting each person face-to-face is the key to success through our service. Keep your initial phone conversation brief, and use it to arrange a time and place to meet.

- You are required to provide feedback after every Introduction. The feedback form, which is sent immediately following the Introduction, is the simplest and easiest way to provide feedback. Your Matchmaking Team uses your feedback to fine-tune future Matches. If feedback is not received within 30 days of an Introduction, your program will be placed on Hold. If you are out of Hold time, you may be subject to a reactivation fee.

- Our most successful clients have one thing in common; they are positive and enthusiastic about the Matchmaking process. They treat each person they meet and our professional team with respect, just as they would like to be treated. We recommend a positive, enthusiastic, and realistic approach to the Matchmaking process. Not every Introduction will achieve a mutual connection, but clients who maintain a positive attitude are always the most successful.

- You must be willing to use your entire program if you want to find success through our service. Be committed to the process. The person who is never successful through our service is the one who gives up before their program is finished. It is imperative that you give us your full program to help you find success through the service.

- Our New Client Advisors dedicate their time to interviewing and screening singles for our clients. Once you become a client your program will be serviced by the Matchmaking and Administrative Teams with hubs located in Texas, Oklahoma, Florida, and California. Regardless of location, our staff is dedicated to providing you with opportunities to find a lasting relationship.

- Hold Time allows you to put your program on hold if you meet someone whom you want to date exclusively or have a period that you are either out of town or too busy to date. Hold Time is cumulative.

- In addition to other clients, you may also be matched with clients of affiliate services in your area. Our inter-matching agreements with these services may provide an even larger pool of singles for you to meet.

- We reserve the right to offer special programs or pricing to help maintain a balanced demographic or to promote a special sale.

Important Facts: **Personal Coaching**

- Our most successful clients are fully committed to learning and growing through the coaching process. Coaching is designed to facilitate the creation of personal goals and to develop strategies for achieving those goals.

- While Coaches and Matchmakers communicate regularly, your Matchmaking Team cannot schedule coaching sessions for you. To reach the Coaching Department, call (888)604-0347 or email coaching@lovelifeacademy.com.

- A growth mindset is key to this process. Successful clients utilize their full Coaching program. They recognize that personal growth and development require sustained effort and personal commitment.

- Coaching clients are encouraged to communicate with the Coaching Team about long vacations or a desire to pause coaching sessions. We want to make scheduling your coaching sessions easy and efficient. Our Coaching Team can adjust communications to better fit your needs.

- Unused coaching sessions automatically expire after 12 months from the start of the program. Additional coaching sessions can be purchased anytime during your program.

- 24-hour notice is required in the event of a cancellation or rescheduling of a coaching session. No-shows will be counted as full sessions.

Mike Carroll, Company President





Share your photos with us!

We love to see how your relationships are evolving. Share your photos with us at **clientcare@matchmakingcompany.com**.

VERSION 02.0DIGITAL



Donna and Dave, Matchmaking Clients