

Interview Questions For Bookkeeping Service Providers

The type of questions you should ask when interviewing a bookkeeping services company are:

How Long Have You Provided Bookkeeping Services for Small Businesses?

Find out how long they have been in business and the types of clients they have had during that time. For example, are most of their clients small businesses or do most of their clients fall into the mid to large size companies? You want to go with a service that specializes in small businesses but can also scale as you grow, especially if you don't plan to be a small business forever.

Do You Specialize In A Specific Industry?

Find out what industry most of their clients fall into. Do they have a specific niche or do they have clients that fall into a variety of industries. If you are in an industry that requires special reporting like nonprofit organizations its important to find a bookkeeping service that understands and can meet the specific needs of your industry.

How Much Do You Charge For Bookkeeping Services?

Many bookkeeping services charge a monthly fee and should offer at least a couple of packages that you can choose from. On average, these services will range between \$125-\$1,300 or more per month. Fees are generally based on the total monthly expenses, number of transactions per month or a custom fee based on the type of services required.

How Often Do You Increase Your Prices?

To avoid any surprises later on, you need to find out what changes in your business could lead to a price increase. Depending on which bookkeeping service company you go with, fees are generally based on your monthly/annual revenue, number of transactions, number of bank/credit card accounts or monthly expenses.

How Will I Communicate With You?

As we discussed previously, one of the downsides to hiring a virtual bookkeeping firm is you generally don't get to meet your bookkeeper face-to-face. This is why it's critical that you find out what the communication options are. If possible, you want to have one point of contact that you can go to if you have a question. You should be able to reach this person via phone, email or chat (if available).

I recommend that you steer clear of any company that tries to limit you to email or chat. The option to speak with a live person should always be available.

Is There A Trial Period?

In general, most of the bookkeeping services on the market don't require you to sign a contract. With that said, there is really no need for a "trial period". If it doesn't work out, you can always cancel the service. If you want to see what you would be getting before you actually hire a bookkeeping services company, find out if you can try their services out for the first month.

If you don't have a lot of time to interview bookkeeping service companies, you should choose Bench. There are no contracts, they have great [customer reviews](#) and they will provide you with one month of free bookkeeping services before you sign up.