



There's something special about watching someone step fully into their calling. Even more special is being able to watch it happen to my own staff, right here at West Law Firm.

Our office manager, Keri, started with us in August of 2024.

On paper, her job is to manage schedules, handle intake calls, and keep our chaos organized.

But recently, I watched her do something above and beyond that reminded me why we hired her.

A woman came into our office in tears. Her husband had been in an accident. She didn't know what to do, and she could barely get the words out.

Keri was patient and understanding. She didn't rush the woman. She didn't interrupt. She didn't transfer and pass it off to someone else.

She listened. For twenty minutes, she listened.

Keri asked gentle questions. She reassured this woman that she wasn't alone. She told her that calling us was exactly the right thing to do.

By the time Keri walked her into my office, that woman was calm. She felt heard. She trusted us enough to tell her story because someone had already shown her she mattered.

That's not something you can teach in job training.

That comes from the heart.

Keri sees every phone call as an opportunity to serve someone in their worst moment. She greets everyone in the lobby like they are her number one priority. She treats every client like they're family.

That's what makes working at our law firm feel like a calling instead of just a business. And when I look around at what West Law Firm has become, I don't see a business.

I see a blessing.

I see team members who give their best. I see clients who trust us with their hardest days. I see a community that rallies behind us.

So if you've been part of our journey — whether you were a client, a referral partner, a friend, or someone who simply encouraged us along the way — thank you.

If you'd like to leave a review, you can do that quickly and easily using this link. I would appreciate it!

Take care,

Mason

P.S. You can visit us at westlawfirmssc.com anytime to schedule a free consultation, start a live text chat, or call our office.