

WELCOME KIT — CLIENT ONBOARDING GUIDE

[Your Brand Name]

We're excited to build something exceptional with you.

Welcome Aboard

Thank you for trusting us with your project. You've officially taken the first step toward building a stronger, more strategic brand.

This guide ensures we work efficiently, communicate clearly, and deliver the best possible outcome.

Our Working Philosophy

We don't just "deliver services"—we build solutions that move your business forward.

This means:

- Every decision is intentional
- Every deliverable serves a purpose
- Every phase builds toward a clear outcome

Project Flow (What to Expect)

Your project will move through the following stages:

1. **Discovery & Strategy** – Understanding your business and defining direction
2. **Creative Development** – Translating strategy into visual or content execution
3. **Review & Refinement** – Collaborating with you to fine-tune the work
4. **Final Delivery** – Polished, ready-to-use assets

You'll be guided at each stage—no guesswork, no confusion.

COMMUNICATION & AVAILABILITY

Office Hours

We operate during the following hours:

Monday – Friday

[Insert Time, e.g., 9:00 AM – 5:00 PM]

Messages received outside these hours will be attended to on the next business day.

Communication Channels

To maintain structure and avoid missed information, all project communication is handled through:

- **Primary:** Email — [your email]
- **Secondary (if applicable):** [Project management tool e.g., Notion, Slack]

No WhatsApp Communication

This ensures:

- All decisions are documented
- Nothing gets lost or overlooked
- Your project stays organized and efficient

Response Time

- Emails/messages are responded to within **24–48 business hours**
- Urgent matters should be clearly labeled in your message subject

Meetings

- Calls are scheduled in advance only
- Each phase may include a check-in session if required
- Unscheduled calls are not guaranteed

FEEDBACK & COLLABORATION

Feedback Guidelines

Your feedback plays a critical role in the success of your project.

To keep things smooth and productive:

- Provide **clear, specific, and consolidated feedback**
- Avoid sending multiple scattered messages—compile your thoughts into one response
- Reference the agreed project goals when giving input

Revision Structure

- Each phase includes **[X] revision rounds**
- Additional revisions may incur extra fees
- Major changes outside the agreed scope may require a new agreement or change order

Timelines & Responsibility

Project timelines depend on timely feedback.

- Delays in feedback may shift delivery timelines
- If feedback is delayed beyond **[X days]**, the project may be paused

Respecting the Process

We value collaboration, but we also rely on our expertise to guide decisions.

Trust the process—every step is designed to get you the best result.

Final Note

We're here to build something that not only looks good—but works.

Clear communication + structured collaboration = exceptional results.

Let's get to work.

[Your Name / Brand Name]

[Website]

[Email]

[Optional: Phone]