

Send this same day after your 1st onboarding email to introduce your business partner or just to lay out expectations.

Hey Name,

As we begin our engagement with your company, we would like to make the process simple and painless.

Although we believe strongly in using a team-based approach for superior results, we want to make sure you have a consistent single point of contact, so that if you have any questions or concerns along the way you know exactly who to turn to.

My name is _____. While _____ is our founder and he can be reached at **(Your Business)** I will be your dedicated point of contact.

We know the cornerstone of any good relationship is concise communication, establishing fair expectations, and then delivering on point and on time.

Most of our communication is going to be through email and video. If you would like to jump on a phone call, all I ask is to please send me an email first so we can schedule a time typically within 24 hours. I understand you're busy and want to be respectful of your time so if I need to reach you by phone, I will send you a quick email requesting a time that works best.

My responsibility is to ensure you receive quick dedicated service by matching your needs with our team of marketers, graphic designers, coders, writers and various other resources to deliver results for you and your business.

If you have any questions, please do not hesitate to contact me. I will be happy to address any needs you might have.

Thanks _____!