1Honey House Web Designs seeks to provide web services that promote client products and services and help the client achieve business success through the online media. We take a collaborative, team based approach, which includes Honey House Web Designs, client stakeholders, and any other agency involved in the project.

This document outlines the roles and responsibilities of both Honey House Web Designs representatives, and the client.

### Design Representative Responsibilities

\_\_\_ To learn about the client business needs and goals and develop a plan for improving on those goals

\_\_\_ To listen and ask questions to ensure all information pertinent to project is revealed

\_\_\_ To scope the project and provide cost and schedule estimates to the client stakeholders

\_\_\_ To create a product that meets the client’s needs and facilitates the client’s goals by working the schedule and accomplishing tasks in a timely manner

\_\_\_ To provide communication and project updates to client on a regular basis

\_\_\_ To follow-up with client after site has been placed into production

\_\_\_ To provide priority scheduling to accomplish requested tasks for retainer based work

### Client Responsibilities

\_\_\_ To define as clearly as possible the obstacles, needs, and objectives to be accomplished with the project

\_\_\_ To determine and involve all client stakeholders and decision makers in the project process before project begins

\_\_\_ To review and approve all hold points in the project. These normally include project scoping, contract signing, design approval, and project completion

\_\_\_ To provide input into schedule or cost limitations at project start

\_\_\_ To use the tools provided by design representatives to submit text, and photos (aka “content”)

\_\_\_ To provide timely responses, reviews, and feedback as project is underway

\_\_\_ To meet financial obligations in a timely manner