

Email or telephone query received from new client



15-minute video call arranged to meet 'face to face' and understand client needs. Client to send a current CV and link to roles of interest to LF before the call



LF to send a quote and process summary to the client following the video call.



Client to instruct LF to start the process and both parties agree on a mutually convenient time and date.
LF to send 'Information Gathering Form' to client.
Form to be returned 48 hours before consultation.



Consultation takes place (there may be further information needed from the client following the consultation-this can be sent via email)



LF to provide a first draft of the new CV within 5 working days of all required information being received.



Client to send feedback to LF with any required amendments. LF to complete the amendments within 5 working days.



Once both parties are happy with the final version, an invoice is raised and sent to the client. Payment is required within 10 business days.