

[Company Name]
[Address]
[Date]

Dear [Client Name],

To ensure the highest quality of service and to maintain a productive working relationship, we have outlined our standard communication and etiquette guidelines below. These practices help us manage your projects efficiently and respect the professional boundaries of both parties.

1. Primary Communication Channels

All official project updates and requests should be sent via [Email/Project Management Tool]. For urgent matters, please contact us at [Phone Number].

2. Standard Business Hours

Our team is available from [Start Time] to [End Time], [Days of the Week]. Communications received outside of these hours will be addressed on the following business day.

3. Response Times

We aim to acknowledge all inquiries within [Number] business hours. Detailed resolutions or project feedback will typically be provided within [Number] business days.

4. Scheduled Meetings

To respect everyone's schedule, all meetings must be booked at least [Number] hours in advance. If you need to cancel or reschedule, please provide [Number] hours' notice.

5. Professionalism and Feedback

We value constructive and clear feedback. We ask that all interactions remain professional and focused on project objectives to ensure a positive environment for our team.

6. Emergency Procedures

In the event of a critical issue outside of business hours, please use the subject line "URGENT" in your email or contact [Emergency Contact Person/Method].

We appreciate your cooperation in following these guidelines. If you have any questions regarding these practices, please feel free to reach out.

Best regards,

[Your Name]
[Your Title]
[Company Name]