



# Serve Community, LLC

*Serving our community, serving our world*

Overview of Services

Terms and Conditions

Client Etiquette Policy



## Overview of Services

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Thank you for choosing Serve **Community** for your organization's needs and to spread the word about the good work you are doing! Here is an overview of the services that you could receive doing business with us:

### **One-on-One Coaching**

- 30 minute, once a week check-in via FaceTime or Google Hangout to go over project goals, emails, and follow-ups.
- Once a month check-in meeting to go over projects, campaigns, and other important work to make sure we are meeting our organizational goals. (min of 1 hour per week required)

**Mapping Session: Outline of Action Plan** \$150.00 for individual session or \$300 for staff training

- 2-hour in-person meeting
- Draft/outline of the 12-month action plan (marketing, branding tools)
- Virtual proposal for marketing and pitching purposes

**On-going Services** \$25 per hour (minimum of 4 hours monthly)

\*Please note that this rate gives clients access to all services.  
Hours calculated based on the client's budget.

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### Youth Development Programming & Placement (Training available)

- Program management for youth-oriented events or in-house programs.

### Funding Resources and Grant Writing (Training available)

- Research and applying for available grants and creating proposal templates for your organization; organization profile session will be needed for this service \* Additional fee required\*

### Volunteer Recruitment and Engagement (Training available)

- Training on how to engage and recruit volunteers.
- Create a database to allow access to volunteer information and strategy on the retention of your volunteers.

### Community Partnership Development (Training available)

- Develop a database of community partners and local collaborators to spread awareness of your programs and org as a whole.

### Curriculum Development (Training available)

- Create curriculum for specific programming that orgs can shop around and implement with other organizations.

### Branding and Marketing\* (Training available)

- Visual aids and strategy for a better message to your target audience. Our goal is to provide consistent messaging throughout your organization and to help spread advertise your services/programs effectively.
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\*Please note that WE DO NOT offer social media management. We provide content for orgs and small businesses to post and cultivate their audience. We can only suggest how to advertise your brand.

### Funding Resources and Grant Writing \$250 monthly retainer

Serve Community provides resources and tools to help start-up non-profits find and secure funding. With a well-written proposal, you can set the tone for how your organization will thrive. Key components every founder should understand when it comes to the grant writing process:

- It is **not an overnight process**. Grant writing can be a tedious process and can take anywhere from 6 weeks to a year to receive an answer from a foundation or grantor.

- Your organization needs to be **grant ready to receive funding**. (IRS determination letter, Bylaws, and Articles of Incorporation, Board of Directors, Org's mission and program descriptions, Program budget, Strategic plan, Personnel and job descriptions, financial statements, and letter of support)

- You **must participate in the grant writing process**. This is your organization and who better to articulate your org's needs than its founder. The application process is a team effort.

Together we can put all the pieces together to get your organization *'Grant Ready.'*

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## Client Etiquette Policy

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## Terms and Conditions

### Terms and Conditions

Serve Community, LLC is a **non-contractual, pay per use organization** and because we are focused on the advancement of start-up organizations, we understand the need to be flexible and on a budget. Once a consultation/assessment has been fulfilled and you have decided to use our services, we will set up a system for you to be able to access all of your files via Google Drive. At any time you decide you no longer want to use our services, you must send an email requesting to stop services.

### Pricing

Serve Community offers a flat rate for all clients in the amount of **\$25 per hour**. Because we do not offer contracts for a set package rate, clients are responsible for setting their own budget for services. Clients are to set specific hours for the week or month with their set budget. There is a minimum of **4 hours per month minimum**.

### Payment

Clients have the option to also design their pay schedule for services they acquire. Clients have the option to pay **weekly, bi-weekly, bi-monthly or monthly**. All services require a **FULL** payment before services are rendered. If you are paying monthly, payments are due the 15th of each month with a **2 day grace period**. If you are paying weekly, payments are due every Friday with a **2 day grace period**. Payments will need to be received before any services are rendered. If you decided to not pay your invoice after the grace period, we are allowed to lock all files and we have the right to refuse services moving forward. Communication is key when keeping us abreast of what is happening, so please communicate any needs or alternatives you may need. Invoices will be sent via SquareUp only. Payment methods that are accepted: **Cash App, SquareUp, Venmo, PayPal, Zelle or Checks. No cash payments are accepted. \*Please note that even if the due date falls on a holiday or weekend, clients are still responsible to pay that day. No exceptions. Clients may use the two day grace period but clients need to email us in order for us to be aware. Also, on the due dates, clients need to submit payment by end of business day, 5pm. If you are using your grace period, clients need to submit payment by end of the business day on the second day. Clients will get a courtesy reminder but all communication will be via email. Clients need to communicate pay issues via email so staff/contractors of Serve Community can plan accordingly.**

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## Expense Reports

An expense report will be billed to clients who exceedingly go out of the budget and expense has been paid by Serve Community, LLC. We have a strict policy of fronting services for clients that are not projected or in the budget. Last minute expenses will be documented and sent via email to the client. Clients that fail to pay for out of pocket expenses within the month that services have been provided, services will be canceled.

**THIS IS A STRICT POLICY AND WILL NOT BE ALTERED FOR NEGLIGENCE ON CLIENT'S BEHALF.**

## Refund/Cancellations

Serve Community, LLC has certain restrictions on refunds and cancellations when services have been rendered. Depending on the factors and nature of your cancellation and request of a refund, the Executive Operations Manager requires 30 business days to review conditions on a case by case basis. Notification via email will allow you to get an update on the status of your request. If you have any questions, please feel free to contact our office 678-806-6938 Monday- Thursday from 10am-5pm and leave a message for a manager to return your call.

## Client Etiquette Policy

Serve Community, LLC, we have NOW designed the new implementation of *Coaching Hours*. Effective June 1<sup>st</sup>, 2015. Serve Community, LLC requires that every client adheres to the *Client Etiquette Policy*. This is to give everyone the attention and need to develop and finish projects on time, effectively and efficiently. Clients that do not abide by the *Client Etiquette Policy* can result in termination of services and incomplete projects/materials.

### Rules and Policy Guidelines:

- Clients are now to use the business contact line for any service or business being conducted by Serve Community which can be found on the website as well as the Terms and Conditions section.
  - Management is to communicate all business inquiries via email ONLY. Management will not communicate via text for business or services. Forms of communication from Serve Community will be email and telephone.
  - Business hours for Serve Community are 10am-5pm Monday- Thursday, Friday 10am-3pm (EST). If you contact the business line after hours, please leave a voicemail and/or send follow up email. You will be contacted the following business day.
  - Exceptions to using management's personal cell, only during preparation for events and out of town business.
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- Clients are not to discuss contract and payments with potential clients looking for services. Serve Community would like to maintain a level of professionalism when conducting business with new partners.
  - Serve Community, LLC is not a crisis management PR firm, therefore all matters that concern your campaign/package/marketing material will be dealt with the next business day and the complaint must be submitted via email.

If you have any questions or concerns, please email [helena@helenakelleese.com](mailto:helena@helenakelleese.com) or [hello.serveco@gmail.com](mailto:hello.serveco@gmail.com) and direct them to Helena-Kelleese Smith, Executive Director of Operations & Development.

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