How to Run a Monthly Website Content Check

November 10, 2026
Run a short monthly website check for broken links, stale claims, and unowned fixes, with a log that shows what changed.

How to Find the Cause of a Recurring Customer Complaint

November 10, 2026
Find the cause of a recurring complaint by grouping similar issues, reproducing the customer journey, and testing one fix at a time.

How to Write a Clear Delivery Email for a Digital Product

November 10, 2026
A clear delivery email puts access first, explains what the customer should expect next, and offers one support path.

How to Handle a Client Request Outside the Original Scope

November 10, 2026
When a client asks for extra work, restate the request, explain the tradeoffs, and record the agreed change in writing without blame.

What to Put in a Simple Client Brief

November 10, 2026
A one-page client brief captures the desired outcome, lists deliverables and exclusions, and agrees on sign-off before the work begins.

How to Price a First Freelance Project

November 10, 2026
Price a first freelance project by defining the scope, estimating effort and risk, and stating your assumptions clearly in the quote.