



Taste Client Guide

WELCOME!

This guide is designed to help you understand how we work, what to expect at each stage of your project, and how to navigate the practical details along the way. This is a **6-minute read**, though you don't need to read it all at once. Think of it as a reference you can return to whenever questions arise.

Here you'll find information on communication, the design process, your project team, purchasing responsibilities, and how to use the client portal. Our goal is to make the experience feel clear, collaborative, and well-supported from start to finish.

If something isn't clear or you'd like to talk through any part of the process, your Project Manager is always happy to help.

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Communication

Office Hours

Monday–Friday, 9am–5pm

Email Is Our Preferred Method

Email keeps your full project team informed and aligned, and helps ensure nothing gets missed. Please include all team members on emails and be sure to use “Reply All.” This is essential for smooth coordination.

While it can be tempting to text your Project Manager, we ask that you stick with email whenever possible. Your Project Manager and/or Interior Designer will respond the same business day when they can, and no later than 24 hours during business days.

What to Expect

THE DESIGN PROCESS & WORKING TOGETHER

Phased Work

Your project is broken into phases, outlined in your service contract and tailored to your scope. At the start of each worksession, your Project Manager will share the current phase and its completion percentage. Service invoices reflect hours billed for each phase, with your contracted fees summarized at the bottom.

Worksessions

Worksessions typically last **1.5–3 hours** and may include reviewing plans, imagery, materials, and budget tools. If you have scheduling constraints, please let your Project Manager know during calendar planning.

Site Meetings

We recommend including your Project Manager in weekly site meetings during construction. Early decisions can have a significant impact on interiors and overall design intent. Your Project Manager helps anticipate issues and prevent costly do-overs later.

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Selections

For each fixture, finish, or material, we present **two to three curated options**. This best-practice approach ensures all selections support your vision and move the project forward efficiently.

Typically, we don't go shopping with clients. Experience has shown this is not an efficient use of time and can risk veering away from the established design intent. If you feel you need another approach, your Project Manager is always happy to discuss options.

Monthly Invoices

Invoices are issued monthly for services provided in the prior 30 days and are payable upon receipt. Detailed timesheets are available upon request.

Expectations

Design is a collaborative process, and the best results come from open communication and shared trust.

From our side, you can expect thoughtful, personalized design, clear and buildable drawings, creative problem-solving, proactive budget oversight, and steady, transparent communication throughout.

From you, we ask that you be aligned in your decision-making, provide timely feedback, ask open questions, and communicate honestly. There may be moments that call for a small leap of faith. When they do, know that we're here to offer guidance every step of the way.



Your Project Team

Most projects include four core team members: your Project Manager, Interior Designer, Drafter, and Production Coordinator. Names and bios are included in your service contract.

We work as a fluid team, so additional Taste designers may contribute when their expertise adds value—always within your established budget. This approach brings added experience and specialized knowledge to your project.

MEET TEAM
TASTE



Procurement

WHO BUYS WHAT?

In construction and interior design, procurement is the comprehensive process of sourcing, buying, managing, and coordinating all necessary goods and services to complete a project, ensuring everything arrives on time, within budget, and meets quality standards. It extends beyond simple purchasing to include planning, vendor management, and logistics.

DURING CONSTRUCTION

Your General Contractor (GC) will acquire building materials, equipment, and specialized subcontractor services (e.g., electrical, plumbing). Taste specifies fixtures and finishes across all categories, including plumbing, lighting, tile, stone, flooring, and cabinetry. We typically purchase **decorative lighting and cabinetry hardware only**. Your GC will purchase all other items, though we may step in if purchasing challenges arise.

DURING FURNISHINGS DESIGN

You'll choose one of three procurement options:

Option 1: Full-Service (Most Popular)

Taste purchases, receives, and installs furnishings for all rooms. Best for clients seeking a seamless, turnkey experience. (Nearly all clients select this option.)

Option 2: Client-Managed

You purchase, receive, and install all furnishings. Best if you have the time, storage space, and interest in managing these logistics, or if you're primarily furnishing your home with existing pieces. Your purchases will be made at retail pricing.

Note: If this option is right for you, let your Project Manager know before the selection process begins. We'll tailor selections to vendors who sell direct to consumer, enabling you to make purchases independently.

Option 3: Hybrid

Taste purchases, receives, and installs furnishings for primary spaces (such as the Living Room, Dining Room, Kitchen, and Primary Suite), while you manage secondary rooms (such as Guest Bedrooms).

If you would like additional details to help decide which option is right for you, please refer to the table on the next page comparing the options and associated costs/fees.

PROCUREMENT
TABLE

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Furnishings Procurement Options

Updated 02/10/2026

Responsibility & Cost Comparison

	Option 1: Full Service	Option 2: * Client-Managed	Option 3: * Hybrid
At a Glance			
Best for	• Clients who want a turnkey, low-lift experience • Almost all clients select this option	• Hands-on clients with time & patience • Clients who are using mostly existing furnishings	• Clients who want support only where it matters most
Who purchases furnishings?	• Taste	• Client	• Taste (primary rooms) • Client (secondary rooms)
Who receives & stores items?	• Taste	• Client	• Taste (primary rooms) • Client (secondary rooms)
Who coordinates installation?	• Taste	• Client	• Taste (primary rooms) • Client (secondary rooms)
Taste's role	• End-to-end purchasing, logistics, & installation • Coordinating with makers on custom pieces	• Design selections & specifications	• Full service for primary rooms only
Client's role	• Reviews & approvals	• End-to-end purchasing, storage & logistics • Selections are limited to direct-to-client vendors & suppliers to enable client purchasing.*	• Follows Option 1 for primary rooms • Follows Option 2 for secondary rooms
Cost & Fee Differences			
Pricing level for goods purchased	• Wholesale/trade pricing (portion extended to client) from established vendor relationships with Taste • Below retail pricing whenever available • Retail pricing when trade pricing is not available (catalogs, online, or storefront retailers)	• Retail pricing	• Follows Option 1 for primary rooms • Follows Option 2 for secondary rooms
Costs for logistics: freight, crating, receiving, inspection, storage, & local delivery	• Billed to the client by Taste as a surcharge on each proposal** • Typically 10–15% of total furnishings package (can vary based on product type & level of customization)	• Paid directly by the client	• Follows Option 1 for primary rooms • Follows Option 2 for secondary rooms
Taste Hourly Fees	• Hourly service fees for procurement & installation oversight are estimated on a Service Contract Addendum or Product Proposal*** • Service fees are typically 10–17% of total furnishings package (can vary based on level of customization)	• N/A	• Follows Option 1 for primary rooms • Follows Option 2 for secondary rooms

*Some vendors/suppliers are to-the-trade only. If selecting Option 2 or 3, notify your Project Manager before selections begin so vendors/suppliers can be adjusted accordingly.

**On Product Proposals, see Z Item "Freight/Crate/Receiving/Local Delivery"

***On Product Proposals, see Z Item "Taste Services"

What Does that Mean?

DESIGN TERMS, EXPLAINED

You'll hear a few industry terms throughout the process. Here's a quick guide:

Program How a space is used, by whom, the activities it needs to support, and any special requirements.

Design Intent The guiding vision, developed collaboratively with our clients, that we protect throughout the project.

Concept Design Often the first phase of work, including the program, tone and manner (spirit) of the space, floor plan, and foundational materials.

Schematic Design Expands on Concept Design with key elevations, more detailed floor plans, imagery, and materials.

Design Development Typically the most robust phase, culminating in plans and specifications that can be estimated by a General Contractor.

Construction Documents Detailed drawings of construction details, including custom cabinetry, stone, tile installation, and other custom elements.

Construction Collaboration Our ongoing coordination with your General Contractor and subcontractors during construction, including answering questions, providing additional drawings, and attending site meetings.

Strike Off A custom sample made to our specifications for approval prior to construction.

CFA Cutting for Approval: A fabric sample cut from the exact bolt of fabric prior to order placement.

FF&E Furnishings, Fixtures, & Equipment: All the movable items in a space that aren't permanently attached to the building. Typically procured by Taste (see the Procurement section).

Bookmatched When two pieces of stone or wood are laid out so the veining or grain mirrors itself like an open book.

Finishing Touches Bedding, artwork, accessories, and final layers that complete the home.



Client Portal

You'll receive an invitation to the **Studio Client Portal**, your go-to place for managing the administrative side of your project.

In the portal, you can:

- Review items and approve proposals
- Pay deposits and invoices securely
- Save your preferred payment method

To get started, click "Accept Invite" in your email and follow the setup prompts. Log in any time at:
<https://client.studiodesigner.com/login>

CLIENT PORTAL
LOGIN

