

How to refer your client to Smart Works

Thank you for introducing your client to Smart Works. We provide high quality interview clothes, styling advice and interview training to **women** on low incomes who have a job interview confirmed. Smart Works will help your client to feel confident, look fantastic, and succeed at their job interview. **Referring your client to Smart Works is easy. Just call our offices to make an appointment and we'll do the rest.**

Below are some simple pointers to ensure the system works as well as possible.

1. Appointments to Smart Works are by referral only. We ask that as their employment advisor **you** call us to make the appointment rather than your client, as we do require official verification of their upcoming interview which only you can provide.
2. Clients are eligible when they have a confirmed job interview for a paid position (including year-long apprenticeships). Clients who already have a job offer are NOT eligible for the service.
3. To book an appointment please call the office on 020 7288 1770 (North London) or 020 8962 6586 (West London) to speak to our team. They will book an appropriate time for your client and ask you for general information about the clients job interview.
4. You will need to give your client the 'Your Appointment' Smart Works information pack, which will explain to her what to expect from her session, and will provide our contact details and instructions on how find to our offices. It is vital that the client has this before her appointment to ensure she is fully prepared. (Please note we do not reimburse travel expenses)
5. Our high quality clothing is mostly donated by other working women, while some clothes are new and come directly from our retail partners. All clothing is carefully sorted, steamed and ready to be worn. As occasionally some clients are not comfortable receiving gently worn clothing, please highlight where our clothing comes from during your initial discussions (the "Your Appointment" pack also contains this information).
6. Each appointment is approximately two hours long and includes a dressing session and one-to-one interview training. Please ensure your client knows it is important they arrive for their appointment on time. Unfortunately, if your client arrives more than half an hour late we may not be able to fit them in before the next client arrives.
7. If your client is successful in gaining paid employment they can come back to us for a second dressing, during which they will be given another 4 items of clothing. The client **can** call us to book their **second** appointment but must bring proof of employment with