



Virtual Assistance

Prepared By,

Virtual Assist USA

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WELCOME

Over the past decade, my personal focus in taking care of my clients has never wavered and has been the best part of my job. As a team, our #1 goal is to serve you with unparalleled excellence.

This Welcome Packet serves as your roadmap for working with Virtual Assist USA. In order to maximize efficiency, we created this for you.

This is a simplified way to welcome you to Virtual Assist USA. Scroll through our packet and you'll see our Client Agreement and Payment Information. This should only take you 5 minutes. (We're already trying to save you time!)

Please make sure to connect with us on Social Media for updates on our webinars, podcasts and more! You can follow us by "Liking" us on Facebook here:

<https://www.facebook.com/findvirtualassistant> and follow us on LinkedIn here: <http://www.linkedin.com/company/virtual-assist-usa>.

I look forward to a long and successful business relationship!

WHAT WE STAND FOR:



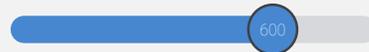
What We Stand For Virtual Assist USA stands for quality, honesty, integrity and excellence. You can't grow if you aren't expected to think bigger and do better. We are about serving our clients and helping them think of their businesses from a completely new and innovative perspective. We are motivated by ideals of excellence and a passion for small businesses. This is a heart, passion, and soul-driven group.



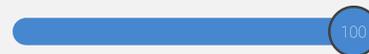
40+ unique and efficient team members and growing each month!



Webinars and ongoing training's for both clients and team members.



600 + clients globally and counting



100's of skills within one company, one invoice



OUR EXECUTIVE TEAM



DANIELLE CUOMO, MBA

President, CEO, Founder



NICOLE GALLICCHIO

COO + Initiatives Officer



TAYLOR MESZCZYŃSKI

Director Of Staff



JOSEPH NORTHERN

Client Relationship Manager



A TEAM SNIPIT

Our Virtual Assistants

At Virtual Assist USA, all of our Virtual Assistant team members are our employees. This means they are at their desks during normal business hours and are readily available to our clients, unlike other Virtual Assistant companies who utilize contractors. As your supplementary team member, our Virtual Assistants work as an extension of your team for one-time projects or long-term engagements. Your matched Virtual Assistant will augment your team with whatever expertise you need at the moment. Put simply - you get the expertise on your team without the salary, benefits, and complications of an employee.

POLICIES



Communication Policies

Team members check e-mails and voicemails daily, Monday through Friday. Should you need weekend or evening work, we are happy to accommodate that—we ask that you please let us know in advance so that we can arrange schedules. Your communication is important to us.

Work Request Instructons

How to Send Tasks: There are several ways to submit tasks to your Virtual Assistant including via email or phone. When sending a task, please be sure to include all applicable information, including deadlines and passwords.

Scheduled Meeting Cancellation Policy

We understand that situations arise in which you must cancel a scheduled meeting. We request that if you must cancel your appointment, that you provide more than 1 hours' notice. Scheduled appointments which are cancelled within 1 hours of the scheduled appointment will be charged for the full amount of the scheduled time.



Feedback is welcome and encouraged. Periodically we will survey you about our work to make sure that you're satisfied. However, we are always interested in your feedback and being given the opportunity to improve or make things right.

No Refund Policy

All Packages are provided on a nonrefundable basis, which ensures that we can continue to provide the best pricing. It also ensures that we remain in compliance with labor laws throughout the country as all of our Virtual Assistants are United States Citizens.

TIPS FOR WORKING TOGETHER



We've found that the following tips are the key ingredients to ensure that you experience the rewarding benefits of working with Virtual Assist USA:

Understand the nature of the relationship. The relationship you have with your VA is similar to that which you have with an accountant, or other independent professional. Working with a Virtual Assistant versus an in-house one changes the relationship from boss and employee to client and service provider. You are sharing the use (and cost) of your team member with other clients. Be present and timely. The engine we help you with is critical to your business's smooth operations. In order for us to accomplish objectives, it's vital that you answer questions and provide requested information in a timely manner so that it doesn't hold up your objectives. Communication is key. This is especially important in this kind of tech-driven, remote working relationship where we primarily communicate by email.



Like you, we aren't mind readers. We can get really good at anticipating your needs, tastes, and preferences the longer we work together; still, we can't guess. It is better to err on the side of over-communication and be forthcoming with details and expectations. Proper expectations. Rome wasn't built in a day. Neither will all your administrative needs, burdens, and challenges be solved overnight. Recognize that this will be a process. And boy, will it be fun to see these things whipped into shape bit by bit as you continue to work together!

ROADMAP



Here are some next steps to kick starting with your VA, along with some tips and tricks for continued success!

TIPS AND TRICKS:



We are a team

Here at VA USA, our staff works as a team. We understand your needs may require several different skillsets and a specialists touch. Feel free to ask your VA about tasks that other team members can assist with!



Communication

Communication with your VA is extremely important. Everyone works and receives information differently. Our VAs are matched with our clients based on DISC assessments and skill set. However, open communication is key.



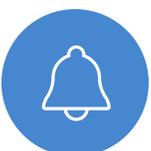
Set Deadlines/Expectations

When working with a VA it is best to set hard deadlines and expectations on tasks and projects. That way there are no questions as to what needs to be done and when it needs to be complete. You can have access to Teamwork, our main hub to help with project management of your VA.



Monthly Webinars

Virtual Assist USA offers monthly webinars to both our clients and employees for training purposes. We often have guest speakers, and all of our most recent webinars are recorded and available for view on our website.



Recurring Meetings

To stay on track with your VA regularly, set recurring meetings. Perhaps every Monday you speak via video or phone about the tasks, provide feedback and next steps on new or existing projects.