

How a Virtual Assistant Supports You and Your Business

I'm really pleased you have chosen EVS. My team and I look forward to working with you and supporting your business needs.

To ensure that we form a strong partnership and to help you and your team become more successful, it is important for you to understand how we operate to allow EVS to provide you the best possible service. We are a virtual team and will endeavour to ensure your needs are met alongside other clients we support in the business.

How we operate

1. Routine work that we have agreed will always be completed in the time frame agreed.
2. Additional planned tasks will be completed within the time frame agreed in advance.
3. One off/emergency/last minute requests; we will do our best to meet your needs where we can, however, we cannot guarantee they will be done immediately as we have a number of other clients with planned timelines. We aim to fulfil projects and tasks agreed in advance.
4. If you need a VA to be available for you at a specific time of the day or week or month, this needs to be by prior arrangement to ensure we can meet your expectations.
5. We will provide support for the agreed number of hours during the week. You will appreciate if you have a contract for, as an example, 20 hours a week, this is not full-time support. We can of course provide full time support by prior arrangement.
6. Communication with your VA is done routinely by email, (thus ensuring there is clarity of tasks and a paper trail for future reference), or by telephone or Skype. It is important that we know your preferred way of communicating so we can serve your needs best.
7. You will appreciate that every industry has its own jargon, acronyms and systems. As VAs we do our best to become familiar with those as soon as possible. It is important, particularly at the start of the relationship, that you let us have the full information until we become familiar. Clarity is enormously important so that everything works smoothly for you.
8. It is very important to have a great working relationship. We will treat you with the utmost professionalism and courtesy, and we ask the same of you. It is not often that things go wrong, but if they do, please talk to us and we will do our best to put it right as quickly possible. If you have concerns about any of the support your VA provides, please contact me directly.
9. VAs by their very nature work virtually from their own premises. This benefits your organisation as there are no costs for accommodating VAs within your offices.
10. If you are pleased with what we do, a well done is appreciated as your feedback is very important to us. Likewise, should any issues arise, the sooner we can be alerted, the quicker we can response and resolve.

I trust this will help to ensure a smooth working partnership and you will soon see the many benefits using a VA can bring to you and your business, but if you do have any questions or concerns, please do not hesitate to contact me.

Maggie Johnson
Director & Client Liaison
Executive Virtual Support