



Information Pack

Introduction

You have expressed an interest in finding out about virtual assistants and how they can help you make more money in your business.

This information pack has been produced to give you an introduction to Links VA and how delegating to a virtual assistant works.

What is a Virtual Assistant?

A Virtual Assistant (VA) is a self employed professional providing administrative, secretarial, creative and business support services on a remote basis.

Working from their own fully equipped offices, VA's work with a variety of different clients helping them in their businesses on an ad hoc, regular or project basis.

By partnering with their own VA, individuals and businesses can make more money by focusing on what they do best and growing their business.

About Us

Julia is the owner of Links VA, which was started in January 2012. She is a serial entrepreneur, having successfully run her own country inn prior to Links VA thus leading her to write her first book about her experience. Having worked in the banking industry for many years and supporting on high profile projects she has a wealth of experience in all aspects of project management and office administration including event support.

Julia has strong communication skills which were showcased having written and presented to the then Shadow Home Secretary, Michael Howard.

What you can expect from Links VA

- Complete confidentiality at all times.
- Provide you with business management support.
- Offer a unique and tailored approach to suit your needs.
- Give honest advice and feedback.
- Provide exceptional services.
- Value added service delivering results.

What Links VA expects from clients

- Polite and courteous.
- Establish clear lines of communication.
- Respect of business hours and boundaries.
- Set realistic deadlines.
- Pay on time.



Information Pack

Services

We currently offer the following services:

Virtual PA Support – diary management, administration, client liaison

Events & Meetings – event support and organisation of any type of meeting, facilitation support

Lifestyle Management – PA for your personal life for time starved people

Credit Control – including chasing for late payments

Data Base Entry – entering delegate details, managing data

General typing – letters to clients, documents, procedures, audio typing

Microsoft – Excel, Word and PowerPoint

Blog & Social Media Support

Designing PowerPoint presentations – stand alone or to match audio

Book-keeping - (Excel, Free Agent or Xero)

Cost Control

Answerphone Service

Process Flow

Remember, if it isn't listed, please ask us if we can support you.

Who does Links VA work with?

We specialise in working with:

- Small to Medium Sized Businesses

However, we do work with individuals, businesses who value the opportunity to work on the income generating activities for their business and corporates.

We believe in partnering with our clients and like to help their businesses to succeed. We do this by building relationships with clients, suppliers and associates and by representing our clients in a professional manner.

How do we communicate / complete work?

We use the following methods to communicate regularly with our clients and complete work:

- To send and receive information - telephone, Skype, Google hangout, cloud applications, email and post
- Regular review meetings - telephone, Skype, Google hangout or face to face (for local clients only)



Information Pack

What are the benefits to using a VA?

There are many reasons why partnering with a virtual assistant could be the ideal solution for you and your business and the top 10 reasons are listed here:

1. Cost effective solution as you only pay for productive hours
2. Professional partner to help your business grow
3. Office support without employee related issues
4. Additional help for routine and project work when you need it
5. Ability to achieve better work / life balance
6. Highly experienced team of staff
7. No need to provide office space or equipment
8. Tailor made solution to individual business requirements
9. High quality of work to agreed deadlines
10. No office maintenance costs

What do you charge?

As we offer a wide range of services, rates are agreed on an individual basis. Please contact us to discuss your requirements.

How do I find out more?

Email or telephone Julia using the details below and we can schedule some time to discuss your requirements.

How can I contact you?

Office Hours:

Monday to Friday 09.00 – 18.00

Out of hours working is available with prior notice

You can contact us by any of the following methods:

OFFICE NUMBER: 020 3657 4692

MOBILE NUMBER: 07789 038 729

EMAIL: Julia@linksva.co.uk

WEBSITE: www.linksva.co.uk