



# Virtual assistance



## Inclusions

- Online Business Management
- Creative support – flyers, presentations, business cards etc.
- Event & Meeting Support – attendee, venue, travel coordination
- Document Management – templates, updates and maintenance, writing, editing and proofreading
- Scheduling and Calendar Management
- Integrity based Online System Management – Data entry, CRM, Directories, Spreadsheets and more
- Customer Support – Phone, email responses and information gathering.

## Packages & Pricing

- Packaged pricing requires a minimum 3-month commitment. T & C's apply. Pricing is negotiable depending on hours of support required, so please speak to us about your budget.

“Juli is truly an exact person when it comes to admin and business support. Her work with VictorsFood over the years engages her on many levels, dealing with clients, checking last minute event structures, invoicing, tracking our events and finishing off all the finer details of our events. She has a vast knowledge of various formats that she can work from and thinks outside the box. She is a true asset to our business at VictorsFood. Tops!!”

*Victor Pisapia, Lead Chef, Presenter and Director, VictorsFood*

For client testimonials visit our [Website](#) and [Facebook Page](#)

## Our VA Packages

**Up to 10 hours**

**\$500.00 +GST**

**Up to 15 hours**

**\$750.00 +GST**

**Up to 20 hours**

**\$1,000.00 +GST**

**Project or Ad-hoc**

**\$60.00  
per hour**



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Open - Monday-Friday

*Experts who are reliable, easy to work with and value quality results.*

**Virtual Assistant** will provide the reliable, trusted and professional support you need for your business and individual needs. Our VA's are skilled in providing administrative and office support, and have over 20 years of corporate and small business administration experience. Our clients trust our consistency, integrity, reliability, commitment and quality results, when it comes to supporting and representing their businesses.

Using PC's, Microsoft Office Suite, Google Drive and a host of cloud-based applications and programs, we can maintain, improve and manage your administrative needs; from our own office. As a valued client, we familiarize ourselves with your systems, the way you like to work, your protocols, procedures, processes, products and services, so we can take care of your business with integrity.

We have been privileged to work with a number of solo-prenuers, micro-businesses, small, medium and large businesses over time. Two of our clients provide us with the case studies below.... Enjoy!

## Virtual Assistant Case Study – Team Coordinator role, VictorsFood



VictorsFood delivers Cooking Team Building events and cooking classes across Australia. Our VA took on the role of Team Coordinator for VictorsFood and worked with VictorsFood for 7 years. This role included high end administrative, team, customer and event support. Multiple deadlines were always met with efficiency and planning, events were well organized for the team and their clients. VictorsFood clients were taken care of informatively and promptly, and our VA was described by the Director as being a “. true asset.”.

Clients such as VictorsFood trust that their work will get accomplished because we deliver support that suits their business needs. Here are some of those tasks we took care of for VictorsFood on a regular basis.

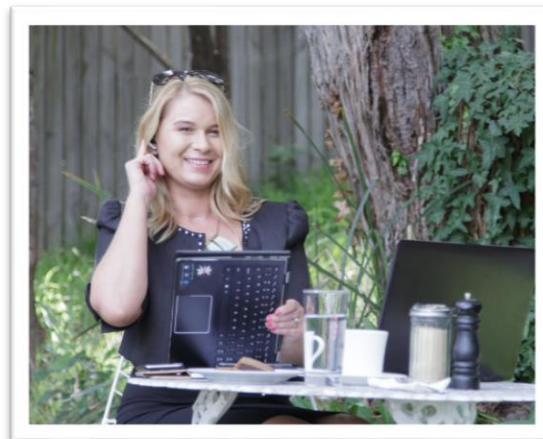
- Event Management
- Bookings Spreadsheet management – VictorsFood had a comprehensive, formula intense spreadsheet we managed. This included adding class participants, adding payment information, generating invoices, using the spreadsheet to track any upcoming or follow-up, adding new booking information into various tabs upon booking acceptance by a client
- Regular weekly team meeting participation via Skype
- Creation of marketing material
- Creation of several instruction manuals
- Skype training to new and existing staff in new or existing processes and procedures
- Booking of flight, car hire and accommodation for interstate events
- Speaking with and gathering information for events from clients including NAB, Telstra and Google
- Venue briefings, bookings and management for events with venues such as the Metro Hotel Sydney Central, Pullman Hyde Park, Ibis Melbourne, St Kilda Parkview Melbourne, SmartArt Gallery, Maritime Museum, Darling Harbor, 99OnYork.just to name a few
- Invoicing clients
- Payment processing for cooking classes and events
- Personalizing and sending client proposals
- Flickr Photo processing and album management – post event processing of photos taken during the event. These would be loaded onto Flickr and our VA services would edit, and create a short write up (embedded with hyperlinks). This album was then included in a follow-up email sent to the clients which also gave them access to a feedback link.
- Client follow-up and email reminders – with classes and events, both the client and venue required reminders closer to the event date, and post the event as above. Our VA services were responsible for all of these. In many cases we lead the collaboration of many signature emails being created to ensure these types of administrative processes became as efficient as possible whilst still being personalized
- Creating recipe sets for each event
- Formatting and editing recipes
- Management of Venue Spreadsheet - used to store information on venues for quick access bookings of events
- Management of Recipe Calculator – used to store all recipes (100's) and provide the Lead Chef with a list of ingredients for nominated recipes prior to each event.
- Answering customer/client enquiries – for all events and cooking classes.
- Ad-hoc research as needed



## Virtual Assistant Case Study – Administration Assistant Role, Solar Installer

Our Solar Installation client, offers both Solar System and battery installs to residents and businesses throughout the Blue Mountains and wider Sydney region. As a newly established position in 2017, our VA took on the role of Administration Assistant providing a variety of support on a daily basis, including the following;

- customer care,
- quote creation,
- accepting bookings and managing confirmed customer orders,
- following up leads
- calendar management
- Ad-hoc projects



Residential and business clients who enquire and book installations with this client are currently booked out between 4-6 weeks in advance, since the inception of our Virtual Assistant support services. Success in this role is a result of providing exceptional and consistent customer care practices throughout the life-cycle of a lead, effective communication amongst the team and the establishment and improvement of administrative processes, all of which enable a smooth progression from lead to customer.

Here are some of the specific tasks we take care of on behalf of our Solar Installer;

- Informatively answering customer enquiries regarding solar and battery systems
- Regular phone call 'communication' sessions with the Director regarding scheduled work, priorities and enquiries to ensure continuous progression of current enquiries and ensure optimum customer care
- Reminders and information regularly sent to customers via CRM, emails or phone calls
- Appointment setting of site inspections and installs
- Preparation of quotes, proposals, supportive documents and invoices to leads and customers
- Ad-hoc projects and tasks including –
  - Development of procedure documentation i.e. Administrative Assistant Guidelines; a 48-page user guide,
  - Booking process establishment, Development of a booking information sheet for customers
  - Co-ordination of team photo-shoot
  - Development and revision of processes and signature emails at various customer life-cycle stages
  - Development of call scripts, signature emails
  - Submission of accreditation and tender documents
- Management/Updates to CRM
- Management of lead follow-ups
- Information gathering and data entry
- Updates to Google Drive
- Lodgment and preparation of energy related forms

**For information on our Social Media Management and Website Design Services request our information packs now**



**Juli Lovric, B.A**  
**Online Business Manager**

**Virtual**etic

“Starting up my new Personal Training & Bootcamp business was very daunting, I heard about Virtualetic & contacted Juli. Juli was great, she helped set up my website, business cards, signage, my google page & to be found on google. Her marketing ideas of a launch and her help with my Fundraiser (bootcamp for breast cancer) day have all contributed to getting my business onto the market place and being competitive. Can't thank Juli & Virtualetic enough for all the support, no problem too small and always makes time for your opportunities.”

**Michelle Vassallo, Owner & Personal Trainer**

“Juli was a delight to work with, positive, motivated and always ready to go the extra mile”

**P.Allen, Professor, Macquarie University**

“Juli was a pleasure to deal with and would recommend again. We will definitely use in the future for administrative work”

**CMS Australasia**