

HOW TO

*Choose the right
Virtual Assistant
for your business*



Virtual Solutions

CUSTOMER SERVICE | SALES SUPPORT

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WHAT IS A VIRTUAL ASSISTANT?

Many think that with a Virtual Assistant is only a Virtual Personal Assistant, but that is not the case.

A Virtual Assistant is highly skilled business professional that provides a business or individual support in administration, customer service, sales support and much more...

Virtual assistants are available to help businesses when they need that additional help but are not yet ready to take on a full-time employee. Virtual assistants are great for growing

businesses when they want to limit their budget but have that assistance each day, week or month.

HOW DO I KNOW I NEED A VIRTUAL ASSISTANT

5 signs you need a Virtual Assistant?

Signs that you need a virtual assistant start with your overflowing inbox that you don't have time to attend to or your forever ringing phone that you aren't able to answer or check your voicemails, your business is so busy you wish there were two of you.



Wasting time on tasks you don't need to do

Are you missing out on valued opportunities because you are doing too much admin? Another surefire sign it's time to hire a virtual assistant is when you notice your spending more time on administrative tasks that the business itself.

BIG IDEAS



Think about the hundred of potential business opportunities you can be working towards, leading your business to real success by focusing on this instead of administrative tasks. Don't miss out – you **WILL** regret it later!

Big ideas

How are those big plans coming along?

Working on the core parts of your business takes up a lot of your time. Have you started working on your next project or is the to-do list just getting longer and longer?

Being bogged down with a million and one things to do and the repetitive tasks can simply be handed over to a virtual assistant, so you are able to keep your head above water and stop the drowning feeling.



Believe it or not, taking a break is good for your mental health, working long hours reduces your brain function and makes it harder to concentrate on the task at hand. For productivity, having assistance so you can take a break is necessary for boosting your brain power and helps you focus more and get more done in the business and taking your business to the next level.

YOU FEEL YOU ARE WORKING 24/7



When the small things start to cost you billable dollars – often we spend so much time on the little things such as following updating websites, creating blogs, managing diary and even managing your systems.

All of this takes time and can be costing your valuable income. When you track your time, you will find that there is a lot of billable hours that you are leaving on the table.



WHAT CAN A VIRTUALASSISTANT DO FOR ME?

Running your business can mean you are a CEO, Customer Service Rep, Marketing Manager and Receptionist all in one day.

Hiring a virtual assistant for your business can be a simple solution for you and your business.

From answering emails to coordinating schedules and calendars, preparing letters, statements and even transcribing documents.

Imagine something as simple as someone taking your calls so you can get on with other aspects of the business without being disturbed by the phone.

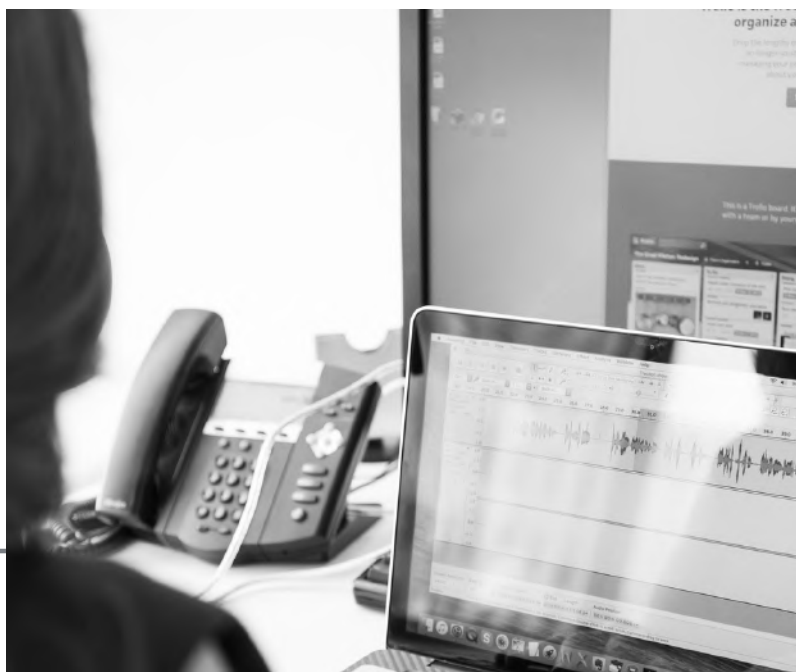




HOW DOES A VIRTUAL ASSISTANT HELP MY BUSINESS?

With technology advancing every day there are many admin, customer service tasks you can now outsource to a Virtual Assistant, below is a small list of just what we do:

- Take incoming calls and schedule bookings
- Replying to incoming emails
- Responding to your client's enquiries
- CRM Creation
- Sales Support Calls to schedule appointments
- Telemarketing calls
- Sales/Marketing emails automation set up and creation
- Business development to grow your business
- Account management to grow rapport with existing and new clients
- Customer service queries, dealing with all existing customers and new enquiries upselling your products or services
- General administration including data entry, calendar management and much more...





WHAT TOOLS DO VIRTUAL ASSISTANTS USE TO GET MY JOBS DONE?

There are endless software's that a virtual assistant will use to help you manage the process of seamless collaboration with your virtual assistant. Time Tracking - For instance, Toggl to track hours worked on your projects so you know where your costings are always going and Slack to keep communication open, this is an instant messaging tool where you can share images, links and more....

Project Management - Trello is also a great tool to monitor your projects timeline, this can integrate with other software's such as xero so your invoicing can be organised at the same time.

There are many other simple but powerful tools and software's that virtual assistants use for communication, calendar and diary management, task management to optimize productivity for your business.



HOW DO I KNOW IF I HAVE THE RIGHT VIRTUAL ASSISTANT FOR MY BUSINESS?



When scaling up your business or finding the right virtual assistant that has the skills your business needs to help you grow. Start off by breaking down the tasks that are repetitive or not part of your core business that you want to outsource. This can be a breakdown of your administration, sales support, or customer service tasks. It may sound easy, but when you get down to looking at this, it's not so simple.

Like businesses, Virtual assistants have niche areas of their expertise, some are great with accounting, others are great with marketing and sales. A virtual assistant is also a sounding board, someone who will listen and share ideas, think outside the box for your business. Always check out the VA, do they have references on LinkedIn? Do they have a website? Are they an affiliate with specific virtual assistant organisations?



9 STEPS TO ONBOARDING YOUR VIRTUAL ASSISTANT

Onboarding is an important part of bringing your virtual assistant into your business, in addition to onboarding a new team member, preparation is key, the following process will help:

- 1.** Organise with your virtual assistant a zoom, skype or face to face meeting
- 2.** Share your company history, vision and goals
- 3.** Share the key responsibilities
- 4.** Agree on trial period
- 5.** Ensure communication channels between you and your virtual assistant are set up
- 6.** Share your Customer Relationship Management (CRM) tool that the VA will be working in
- 7.** Organise access to the email that the VA will be using
- 8.** Transfer your calls to your VA
- 9.** Get Started

**Virtual Assistants are your
most valuable asset,
you just don't know it yet!**

