

In Office

VIRTUAL ASSISTANCE

CLIENT WELCOME PACKET



WWW.INOFFICEVIRTUALASSISTANCE.COM

*Here's everything you need to know
about working with me!*

WELCOME



Hi There!

MY NAME IS ROCHELLE AND WELCOME TO IN OFFICE VIRTUAL ASSISTANCE!

I set up In Office as an administrative professional with the view of serving clients locally and regionally, giving them the option to outsource their admin needs.

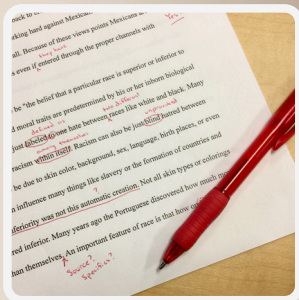
I have over 3 years of experience in different administrative roles in education, banking, and the private sector.

It is my mission to bring organization, intelligence and creativity to you, leaving you with the peace of mind you need to focus on running your business!

Let's do this!

ROCHELLE RICHARDSON

Services Offered



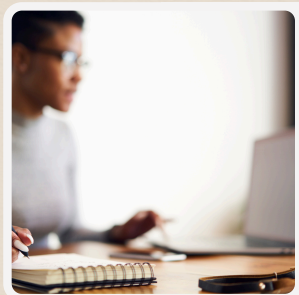
Proofreading / Editing

Slide decks, E-mails, Landing pages, Job descriptions/posting, Blog posts, Books, Websites, Newsletters, Recipes, all other copy



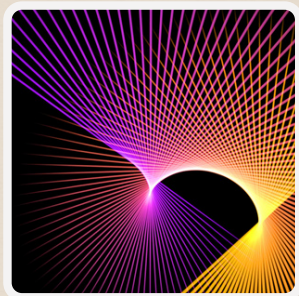
Communications

Newsletter design and content creation, Sales pages, Landing pages, Presentation slides



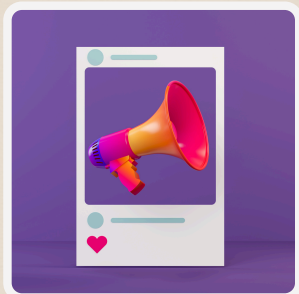
Administration

Schedule clients, Calendar management, Schedule calls/interviews/consultations, E-mail management, Set up e-mail auto-responders, Contact list management, CRM management, Data entry, Meeting minutes, Customer service (email/chat), Manage blog comments, form preparation, creating resumes, updating house/land listings for realtors, translation (Dutch-English, Papiamento-English, Spanish-English)



Graphics

Canva, PDFs, Workbooks, Flyers, Brochures, Menus



Social Media

Social media account set-up/management, Write posts for social media (Facebook, Instagram, *LinkedIn), Answer inquiries on business Facebook pages/website contact forms, Manage social media/comments, monitoring YouTube content/uploading YouTube videos



Technology Set Up

Create websites using Wix, Domain search, Site management and updates, Create forms, Set up e-commerce stores, Add products/product management, database creation & management, creating surveys and online forms, landing pages

Services Cont.



Creative Writing

Writing newsletters, email funnels, etc, writing or editing audio/video captions or transcriptions, writing social media posts for Facebook, Instagram, LinkedIn, email marketing, website and sales page copywriting, product descriptions (Shopify, Etsy, etc.), collecting/editing testimonials, letter writing



Internet Research

Programs and resources, event, product software, industry news, industry research

HOW IT WORKS

Below you'll find a step-by-step overview of the In Office Virtual Assistance process!

- ✓ **DISCOVERY CALL/MEETING**
After email/text correspondence, a discovery call/meeting is set up in order to get an overview of the client's needs and also to get to know the client and see if In Office is the right fit!
- ✓ **CHOOSE YOUR SERVICE(S)**
From the list of services, you specify which one(s) you'd like.
- ✓ **CHOOSE YOUR STRUCTURE**
After you've chosen your needed service, you choose your pricing structure. Packages are available for clients who want to buy their hours in advance, where as the Pay-As-You-Go option are for clients who wish to choose their own hours.
- ✓ **AGREE AND PAYMENT**
Once both parties are satisfied, a 'letter of agreement' is signed and all payment information is sent to the client.

IN OFFICE



General Client Information

Contact Data

Name :

Address :

Phone :

Email :

Company Profile

Name :

Legal Form :

Employees :

PRODUCT AND COMPANY MISSION

Product and Services

What products or services do you offer?

Unique Selling Point

What are your unique selling points?

Mission Statement

What are the guiding principles of your company?

.....

.....

Username & Passwords

Facebook



Username

:

Password

:

Instagram



Username

:

Password

:

LinkedIn



Username

:

Password

:

Other



Name

:

Username

:

Password

:

Other



Name

:

Username

:

Password

:

Other



Name

:

Username

:

Password

:

E-Mail



Address

:

Password

:

WHAT I NEED FROM YOU

Client Checklist

We're almost done! Please go over this checklist to make sure that you have everything all set!

CHECKLIST

- In Office client intake form (digital)
- General client information form (digital)
- List of usernames and passwords (digital)
- Letter of agreement
- Excitement! Lots of excitement!



OTHER COMMENTS:

WHAT YOU CAN Expect from Me



✓ Professionalism

You can expect effective communication, quick thinking, problem solving, and always finding a way to be productive.



✓ Quality

I expect nothing but the best when I work on a task or project and neither should you. I pride myself in delivering quality work stemmed from my years of experience in diverse professional backgrounds.



✓ Timeliness

I live for deadlines! I am a stickler for quality in a timely fashion.

PRICING

BASIC PACKAGE

AWG 700
PER MONTH

- ✓ 10 hours per month of virtual assistance
- ✓ All chosen services

JADEN PACKAGE

AWG 1,400
PER MONTH

- ✓ 20 hours per month of virtual assistance
- ✓ All chosen services

SYDNEY PACKAGE

AWG 2,100
PER MONTH

- ✓ 30 hours per month of virtual assistance
- ✓ All chosen services

PAY-AS-YOU-GO

AWG 100
PER HOUR

- ✓ You choose the number of hours needed
- ✓ All chosen services
- ✓ Minimum of 5 hours

*Package and hourly rates subject to change

*Additional hours will be charged at AWG 100 per hour, or you may be upgraded to the next package tier

FREQUENTLY Asked Questions

How much does all of this cost?

In Office offers 3 packages; BASIC, JADEN and SYDNEY, all with their set hours and monthly rate. In Office also offers a Pay-As-You-Go system where the client can choose their own hours.

What if I need a service that is not originally offered?

Just ask! At our initial Discovery call/meeting is where you can lay out all your administrative needs for your business, including a service that you might not see on the list.

What forms of payment do you accept?

Online transfers are the only acceptable forms of payment.

I've purchased a package, but I've realized that I need more hours. What do I do?

Additional hours will be charged at AWG 100 per hour, or you may be upgraded to the next package tier.

What are billable hours and non billable hours?

Billable hours represent the amount of time the Virtual Assistant spends on tasks that are invoiced to the client. Non-billable hours are the hours spent on tasks that do not get invoiced. **Discovery meetings are non-billable hours.**

Which tasks make up billable hours?

Any task(s) chosen by the client is a billable task. Meetings with clients are also billable (this does **NOT** include discovery meetings). Any work done by the Virtual Assistant for the client is considered billable and will be invoiced at the base rate (AWG 100) accordingly. This includes trial periods.

Can I get a trial period?

Yes, trial periods are possible. The client decides the length of the trial period (minimum one month), and a start and end date are agreed upon by both parties.

Are trial periods free?

No, the client still has to pay for work done by the Virtual Assistant.

When do I get invoiced?/When do I pay?

If the client has chosen the **pay-as-you-go rate**, the client will be invoiced at the **end of each project/task**. If the client has chosen a **package rate**, the client will be invoiced at the **beginning of the month**.

If I don't use all my hours, do they rollover?

No, hours do not rollover. See our FAQ about which payment option would best suit you/your business.

*New FAQs are frequently added as time progresses. For an updated list, please visit the website; www.inofficeassistance.com and click on the FAQ tab.

I'm not sure which payment option to choose.

Pay-as-you-go is the best option for clients that only need occasional help, and for small projects. Packaged rates are the best option for clients who have consistent work on a regular basis.

*New FAQs are frequently added as time progresses. For an updated list, please visit the website; www.inofficeassistance.com and click on the FAQ tab.

How to reach me



+297-746-7573
(WhatsApp)



hello@inofficeassistance.com



Mon-Thu



8:00AM-5:00PM

*Fridays 8:00AM - 12 PM

That's it! Once we're all set up and running, it will be smooth sailing from there!

Rochelle Richardson

