



## **Top 25 Virtual Assistant Services**

### **1. E-mail, Voice Mail**

Several times a day go into your client's email and/or voice mail to handle and clear the less important messages, leaving only the high priority ones. This ensures your client leverages their time effectively while you look after the details for them.

### **2. Wordprocessing, Spreadsheets and Presentations**

Letters, reports, training manuals, contracts, proposals, business plans, mileage or expense logs, progress reports, marketing plans, financial reports or presentations. Whatever forms or documents your client needs whenever they need it.

### **3. Editing and Formatting (Standards Maintenance)**

For maintaining your client's professional image the basics of spelling, grammar, and punctuation and is the format consistent and aesthetically pleasing?

### **4. Contact Management**

Create, input and maintain your client's contact database. A central place for name, phone number, address, website, email address etc. Keep details current and up to date.

### **5. Reminder Services**

Birthdays, anniversaries, milestones or special dates are all details you can manage for your client. Peace of mind is a wonderful thing.

### **6. Distribution List Management**

Daily broadcasts, monthly newsletters, client lists however it may look, be available to welcome new subscribers or unsubscribe individuals on behalf of you client. Whether using a distribution list on your email program or a list service.

### **7. Client Management**

Maintain your client's professional image by being the point of contact for administrative inquiries by their clients. Schedule meetings/appointments, answer inquiries, send information, provide resources.

### **8. Marketing/Writing**

Knowing your client's business enables you to speak to potential clients. Get the main points your client wants to purvey, fill in the blanks with what you know and a draft is created. Final tweaks by you and your client produces the polished product.

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### **9. Tracking Statistics**

Business owners need and want to know what strategies are or are not working. Tracking, compiling, and reporting this information is invaluable to them. Make it efficient and effective.

### **10. Bookkeeping/Invoicing**

Every business needs bookkeeping so it is frequently in demand and yes it can be done virtually. However if it is not your area of expertise find a good resource to use!

### **11. Desktop Publishing**

Using a graphic design program you can cover the basics, brochures, flyers, newsletters or forms. Advanced users can expand their offerings.

### **12. Web Site Design/Support**

Create, maintain and update your client's site. Search engine submission, site statistics, links, aliases, pop accounts, autoresponders. Experts only, otherwise, delegate to an expert.

### **13. Transcription**

Minutes from meetings, voice mail messages, class notes, phone conversations, sales presentations, notes from focus groups, whatever the requirements are, be prepared to deliver them accurately and timely.

### **14. Arrangement for Travel, Conferences, Meetings, Workshops, Retreats, or Calls**

Details, details, details. Need we say more?

### **15. Research**

Look for the names of those top ten executives. Find out the best long distance plan. What networking opportunities are available in your area? Find out the latest technology available. Conduct a survey of potential or past clients. Be ready, willing and able to dig, dig, dig for information.

### **16. Bulk Mailings**

Targeted fax broadcasts, email blitzes or snail mailings to get the word out for your clients. Keep the bottom line growing.

### **17. Screen and Forward Your Mail**

Use your mailing address, or a local private mailbox if you prefer, and with some training from your client you will know what they do and do not want to see. Send a weekly priority mail envelope with just the goodies.

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### **18. Bill Paying**

With today's technology your client never has to see or pay another bill. Whether they provide the electronic pass code or simply transfer the required amount of funds into the account.

### **19. Fax Services**

If your client is out of town on business or on vacation you can look after their faxes for them by simply forwarding their fax number to you. Prevent running out of paper, paper jams, or papers scattered over the floor upon their return.

### **20. Creating Systems and Processes**

Create systems and processes for what happens when a potential client first contacts the company to when they no longer need the product or services and all the steps in between.

### **21. Strategic Planning**

What are your client's goals and vision for their business? Is it a new service? A new product? Staff expansion? Speaking engagements? Stay on top of what's next for the business and support taking the next steps to make it a reality.

### **22. Resources**

Chances are you are not an expert at it all. What human resources do you need to complete the picture for your client's business? Find them and get them in place.

### **23. Management Duties**

Is your client managing team members or resources? Ask them to tender their resignation and you apply for the position.

### **24. Personal Assistance**

Our client's lives are composed of both business and personal aspects. Don't limit the possibilities.

### **25. Provide Support**

It's always nice to have a different perspective or someone to point out things you cannot see. Whether they want to bounce an idea off someone or get a second opinion, be there for your client!

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