

## FREQUENTLY ASKED QUESTIONS...

### **What is a Virtual Assistant (VA)?**

A virtual assistant is an independent contractor who, from a remote location, (usually their home or office) supports multiple clients in a variety of industries by providing administrative, creative, and technical services.

### **How does a Virtual Assistant provide 'virtual' support?**

With today's modern technology, email, phone, webcams and online file sharing systems, working remotely is not an issue. Your virtual assistant will get to know your business and establish a communication and collaboration strategy that works for you and your business.

### **What software does a Virtual Assistant use?**

goVirtual uses Office 365 Business Premium. This suite includes Word, Excel, PowerPoint, Outlook, Publisher and OneNote. Online features include Skype for business, online conferencing and OneDrive - secure, collaborative, controlled access sharing of files.

### **Do I have to train my Virtual Assistant?**

A virtual assistant is like a new employee into your business, to provide high quality support, they will need to understand your business, your business values, your systems and processes and how you and or your team like to work. This may require an initial face-to-face meeting, an in-depth Skype conversation or be as simple as a document with instructions.

### **How do I communicate with my Virtual Assistant?**

In your initial meeting, your virtual assistant will establish a communications plan with you, this may include regular contact throughout the day, a scheduled call time, email or Skype. The preferred type of communication will be different for each client and will likely adapt as your working relationship grows.

### **Is the information provided to my Virtual Assistant confidential?**

Confidentiality is a core priority and a virtual assistant will generally provide you with a customer service agreement prior to commencing work with you. This agreement will outline their terms and conditions and confidentiality assurance.

### **How do I pay my Virtual Assistant?**

Each virtual assistant will have a preferred method of payment, a bank transfer or PayPal are the most common. Terms and conditions of payment will generally be provided during initial discussions, quote or scope of work proposal.

### **How do I start working with my Virtual Assistant?**

Call Chae today, she can talk you through the services we provide and find the solution to reinvigorate your business.

Executive administration services. Work smarter and delegate.

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