

WHAT DO YOU WANT?

On the whole, Virtual Assistants can specialise in many different aspects of administration and PA requirements. If you have a particular requirement for something a little bit out of the ordinary that maybe your regular staff, or you, have insufficient experience in producing, then chances are that you can find a Virtual Assistant that will be able to help.

Virtual Assistants tend to be highly experienced PAs from the corporate world so there is little in the day to day business of running an office that they cannot deal with. However, you may have a need for somebody to construct a database for you, to design and produce an e-mail newsletter, do a bulk mail out, things that don't happen every day.

If this is the case, then look around and ask different Virtual Assistants what their specialities are, whether they are capable of producing the work that you want. You do not want to be paying for the learning curve of the Virtual Assistant! I'm sure you will get VAs that will say, 'Well, I've never done that before, but I'll always have a go' or words to that effect. Don't go there! You do not want to pay for that learning curve and you do not want mistakes that may be very costly to repair!

The whole premise behind hiring a VA is to save you money. It is usually far cheaper to hire an expert in their field, than to ask existing staff to 'have a go at that' or, worse still, try it yourself! You want and need professionalism and expertise. You want to be confident that anything that represents your company looks professional, competent and gets the right message across. It doesn't matter whether it's a letterhead or a database, a bulk mailing, whatever it may be, it must look as if you are aware of its message and know what you are doing.

Always give the VA as detailed a brief as you can. They may have many talents, indeed, most of us have limitless talent! But we are not mind readers! So just put some time aside to spend with the VA, give them as detailed a brief as possible, listen to their questions and give honest and straightforward instructions – no ambiguity. It's worth spending that extra half an hour to get what you want rather than waste four or five days having drafts going backwards and forwards with endless amendments. It's cheaper too!

We cannot emphasise enough the need to do this initial searching for a VA who can do the job! In these days of high technology it is difficult to find someone that does absolutely everything! There are bound to be VAs who are far more adept at doing some things than others. Most VAs have a network where, if they can't do it, then they 'know a man (or VA) who can!' They will have no hesitation in recommending someone else because they want satisfied customers as much as you want to be satisfied with the work produced. It is not in their interests to try and botch a job together and if they do, then they're not going to be in business long anyway.

Here at M & O Virtual Assistants we have, of course, a wealth of experience! We also have a big bunch of friends and associates who excel at things we can't do! So don't be afraid to ask us about anything that you might like to see done in your office. We're here to help, we're here to take your business forward and we're here to make sure you, the customer, are happy and satisfied with what we can do. As our tag line says :-

We can help you with virtually anything!