



Client Information

Collaboration



Innovation



Success



Explore the possibilities for you and your business

e: info@mjva.ca w: mjva.ca
p: 905-476-4570 f: 905-476-3523

mj **VA**
& Associates

Hello,

Thank you for your interest in MJVA & Associates. As you are aware, more and more small business owners are choosing to utilize outside assistance rather than hiring on-site employees. Some advantages are: lower labor costs, no office equipment and the flexibility to assume new and challenging opportunities.

I founded MJVA in 1998, and have had the privilege of working with some of the most amazing clients from all over the world. It's because of these clients, MJVA grew at an enormous rate and by 2001 my business was overflowing. I had two options, turn clients away or take my business to an all new level. Being up for the challenge, I created MJVA & Associates, a multi-VA business and one of the first of its kind in the VA industry. Through a rigorous screening process, I've added some of the finest VA's to my business. This has allowed MJVA the ability to offer clients more services, shorter time frames and access to not only one VA, but a team of Virtual Assistants. This ensures our clients can benefit, not only from the experience their VA brings to the relationship, but also from the experience of all of our Associates.

Enclosed in this information package is important information about how MJVA & Associates can support you and your business. It will introduce you to the types of services we offer, how we work and information regarding our fee structure. In addition, I have also enclosed a very handy Client Needs Assessment that can be completed and faxed to me at 905-476-3523. This enables me to learn more about you, assess your current administrative challenges and provides the framework for implementing the solutions that will relieve you of these challenges.

Please take a moment to complete the Client Needs Assessment, and take your first step to administrative freedom!

I look forward to connecting with you and helping your business grow!

Warmly,



Michelle Jamison
President

Explore the possibilities for you and your business

e: info@mjva.ca w: mjva.ca
p: 905-476-4570 f: 905-476-3523

mj VA
& Associates

Top Ten Reasons why Working with MJVA & Associates Makes Good Business Sense...

Virtual assistants are home-based professionals who perform a wide range of office functions for one or more clients without setting foot in the client's office. Not just remote secretaries, VA's are administrative assistants, planners and great strategic partners.

- 10** You no longer need to spend your valuable time on those tasks you don't have time for or are unable to do.
- 9** You don't need to provide a physical workspace.
- 8** You don't need to purchase any additional computer equipment for your VA to use.
- 7** You don't need to deal with payroll, taxes or benefits.
- 6** You can accelerate your business growth by freeing up your time to focus on the more important aspects of your business.
- 5** You will have the freedom needed to work on growing those important client relationships.
- 4** You are able to make better decisions by being able to "bounce" ideas off your VA.
- 3** You now have the freedom to assume new, challenging opportunities.
- 2** You are able to make better decisions by being able to "bounce" ideas off your VA.
- 1** **You are finally able to run your business instead of it running you!**

Explore the possibilities for you and your business

e: info@mjva.ca w: mjva.ca
p: 905-476-4570 f: 905-476-3523

mj VA
& Associates

Services to Meet Your Needs and Exceed Your Expectations

Why clients hire us!

Document Preparation

Letter, reports, training manuals, client welcome packages, contracts, proposals, business plans, tailoring client assessments, memos, progress reports, assisting with website content, workshop handouts coaching evaluations and forms, exit interviews, marketing plans, or professional – looking presentations: whatever you need, whenever you need it

Desktop Publishing

We cover the basics from brochures to flyers, newsletters and forms: simple and cost-effective

Transcription

Minutes from meetings, voice mail messages, phone conversations, sales presentations, and notes from focus groups or teleclasses: whatever your requirements are, they will be delivered accurately and timely.

Bookkeeping

Have your VA take care of all your bookkeeping needs: payroll, track expenses, pay bills, send client invoices, track your accounts receivable. Have all this information sent to you in a weekly or monthly report.

Organizational Consulting

Assisting you to work in a more organized and efficient manner. Need we say more?

Conferences, Seminars and Meetings

Whether it's a meeting for 2 or a convention for 2000, we can handle all the details from concept to on-site coordination.

Project Assistance

You provide the target, we'll help you get there. Let us locate and compile the information you need for any of your projects: efficient and effective.

Travel Arrangements

Let's us book your flight and accommodations. You handle the packing!

Market Research

Looking for the names of the top ten executives in your area? Not sure what networking opportunities are available in your area? Want to do a phone survey of potential clients? We are ready, willing and able to find the information you need, when you need it.

Contact Management

Boost your image and allow us to schedule meetings and appointments on your behalf. We can have all the players in the right place at the right time. And, we'll make the follow up easier too!

Database Management and Mailings

We can develop and maintain your clients contact and mailing information easily and effectively. Whenever you need a mailing done, just pick up the phone and give us a call. We'll get the information off your desk and into the mail.

Calendar Management

Let us handle all your scheduling needs. We'll remotely access your calendar and do all your scheduling for you. We can manage your calendar, schedule your appointments and send you a reminder so you'll never miss another meeting again!

Email and Voice Mail Service

By forwarding your email to us we are able to answer the less important messages, and pass on those that require your immediate attention. Same with your voice mail!

Strategic Support

This service is always available and free of charge. Whether you want to bounce an idea off someone or get a second opinion, we're here. By hiring a MJVA, you now have a strategic partner to discuss ideas and strategize new possibilities.

Explore the possibilities for you and your business

e: info@mjva.ca w: mjva.ca
p: 905-476-4570 f: 905-476-3523

mj VA
& Associates

Seven Steps to Successful Partnerships with VAs

In order to effectively work with a VA it's important that you understand how that Client/VA relationship works and set good foundations to ensure your partnership with a VA will be a successful one. Here are Seven Steps to Successful Partnerships with VAs.

1. Communication

When communicating your needs to your Virtual Assistant, be concise and direct, especially when communicating by email. And it's essential to have these lines of communication open as much as possible - be available to your VA for any questions he/she may have at any given time. We recommend weekly strategic meetings to connect and address any new or existing work. Remember the relationship works best as a partnership.

2. Be Open

To have an effective virtual relationship, we recommend you be open to new ideas and suggestions your VA may have about the productivity of your business. A Virtual Assistant has many resources within the on-line community and has worked with many clients in similar situations, although not all his/her suggestions will be viable to you and your business, always be open to the possibilities.

3. Trust

As with all relationships trust plays a large factor in the success of a virtual relationship. Your VA will be involved in many areas of your business for instance if he/she is doing your bookkeeping, all your financial information will be viewed by your VA. You must be able to trust your VA with the most intimate of details and feel good about it.

4. Control

Giving up some control is not an easy task for most to do but by doing so it will allow you to free up your time to focus on other business related issues such as the attracting new clients, meeting the expectations of existing ones, etc. This does not mean that your VA is now solely running your business - it means you are allowing them to take care of the day-to-day administration of it. All those tasks that have in the past taken hours for you to do will now automatically be handled by your VA.

5. Patience

It's important to also remember that there may be a learning curve when you first begin working with a VA. They will need to learn, in a short amount of time, about your business that may have taken you years to establish. Patience, understanding and guidance in helping your VA understand the "in's and out's" of your business initially, will pay long term dividends in the end.

6. Ground Rules

When beginning any partnership it is important to establish ground rules to avoid any surprises later on. Most VA's will provide an initial agreement that is agreed upon by both parties before any work begins. Have a list of items, which are important to you for discussion with your VA. This list may include: timelines, confidentiality, resources, etc.

7. Partnership

Virtual Assistants are professionals in all that they do. They are more than just a secretary or personal assistant; they become a partner in running your business. Through mutual respect and appreciation your VA could become a significant factor in the success of your business.

Explore the possibilities for you and your business

e: info@mjva.ca w: mjva.ca
p: 905-476-4570 f: 905-476-3523

mjVA
& Associates

MJVA Fee Schedule

We have quality-customized solutions for all your administrative needs. Presently, MJVA has two administrative packages for our clients to choose from; **Pay As You Go** and our **Ongoing Support Plan**. Our intention is to provide administrative support to all those in need from established businesses to the new start up, we believe everyone is entitled to the same support benefits.

1. PAY AS YOU GO

We understand the need for temporary assistance!

This plan is for those who need short-term or occasional support and/or who do not require the services of a Virtual Assistant regularly. You may require support for a particular project or event and need additional administrative assistance.

2. ONGOING SUPPORT

For our clients who require services on a regular basis, we offer a lower hourly rate. Additional expenses incurred, e.g. couriers, facsimiles, postage, long distance telephone calls will be additional expenses.

FEES

PAY AS YOU GO: \$45.00/hr
ONGOING SUPPORT: \$40.00/hr

BILLING SCHEDULE

Billing for services is done on the last day and the 15th of each month.
Payment is due upon receipt of invoice.
Payments by VISA, MC, AMEX or Cheque

Client Needs Assessment Questionnaire

PLEASE PRINT, COMPLETE AND FAX TO 905-476-4570



CONTACT INFORMATION

Name: _____
Title: _____
Company: _____
Address: _____
City: _____
Prov/State _____ Postal/Zip Code _____
Tel: _____
Fax: _____
E-mail: _____
Website: _____

BUSINESS INFORMATION

Please tell us a little about your business and the services you offer.

ADDITIONAL INFORMATION

Please complete the information below:

PC or MAC computer
Operating System _____

Email Program _____

Internet Browser _____

Software Used

Word processing (circle)
Word / WordPerfect/ Works

Spreadsheet
Excel / Quattro Pro / Lotus 123

Presentation
PowerPoint / Corel Presentation

Accounting
**Quicken / Quickbooks / AccPac /
Simply Accounting / Other:**

CLIENT QUESTIONNAIRE

Answers to the following questions will help us better understand you and your administrative needs.

1. What administrative challenges are you facing at the present time?

2. Regarding the administration aspects of your business, what is it that you like doing the least?

3. If you could delegate two tasks to someone else, what would they be?

4. Do you send out standard responses to inquiries? Yes No
5. Do you have a website that needs regular updates? Yes No
6. Do you have functions that are performed on a regular schedule? Yes No
7. Do you have tasks that are not getting done or not in a timely manner? Yes No
8. Do you miss important dates? Yes No
9. Do you hold regular meetings or events? Yes No
10. When you've been out of the office all day, what do you have the most of when you return?
 Email Voice mail Faxes
11. What qualities and skills are you looking for in a Virtual Assistant?

12. What else should we know about you or your business to help create a successful working relationship?
