



How long have you been a VA?

I opened my business in 2003.

Why did you become a VA?

I combed the Web for a home-based business and found an article on Entrepreneur.com about one of the five fastest growing businesses, virtual assistance. That led me to the AssistU.com website where I learned more. My heart sang as I felt that I had found a profession that combined my accumulated skill set with my desire to have my own business.

What training and education do you have?

I got my Masters in Business Administration at age 22. I spent 18 years in the business world, mostly in accounting and finance, public and private sectors. I have a certificate in technical and professional writing. At AssistU, I spent 20 weeks training to be an excellent virtual assistant. I've never stopped learning and don't intend to!

What types of services do you do?

I provide a variety of services for my clients, but I focus on 5 main areas:

1. Web work (editing, creation, design)
2. Editing & writing
3. Research
4. Project management
5. Accounting

What kind of work *don't* you do?

I'm not looking for one-time project work. I'm looking for clients who want an ongoing relationship with a virtual assistant. I don't want to do telemarketing or make cold calls. Although I'm good on the phone and have a strong customer service orientation for my clients' customers, I'm not eager to act as a receptionist.

What if I know that I need help, but I don't know what to have a VA do?

This is a common problem. Your ability to work with a VA will depend on how many systems you have in place in your home-business and how easily and comfortably you can delegate work. I'm happy to do a brainstorming session with you during the client interview process. Try taking the "VA Challenge" and jot down your mental to-do list for a few days. Then ask yourself, how much of the list do I need to personally do myself, or could I delegate some of this? That will help you get started.

What resources do you have besides yourself?

I graduated from AssistU and belong to a community of 300+ virtual assistants who are a tremendous resource. I'm also a member of IVAA (International Virtual Assistants Association). I'm fairly resourceful at finding solutions to problems.

How do you communicate with your clients?

Mostly I communicate with my clients via email. It's convenient for both of us, especially when we're in different time zones. I have unlimited long distance on my phone, and sometimes there is no substitution for a phone call.



Do all your clients have the same software as you?

All of my clients use Windows operating systems. (If you are a Mac user, I can refer you to Mac VAs.) When we run into situations that we have different kinds of software or different versions of the same software, we can use a remote access web tool such as Gotomypc. This enables me to access my client's PC when he or she doesn't need to be on the computer.

What if I need something that you don't know how to do?

I do know a lot of stuff, but I don't know a lot too. Sometimes my client and I learn new processes together. Other times I can be a resource for my client to find what he/she needs.

How much do I need to know about technology to work with you?

Most of my clients are computer savvy. My clients are comfortable using the internet, opening attachments to their emails, managing their computer files and email accounts, and downloading software. They're aware of the necessity of having anti-virus software, running anti-spyware software, and using a firewall to protect their computers.

Do you work with local clients or clients all over the nation?

Both. About half my clients are local and the other half are across the nation. I have clients in all time-zones, another reason that email works so well for communication.

How do you select your clients?

Most clients are referred to me, or I meet them through networking. It's often the case that I don't meet my clients face to face, even the local ones. I speak with potential clients over the phone at least twice. We go through my Client Interview Process together and ask each other lots of questions. We make sure, above all, that there is a good fit before we both decide to work together.

Who is your ideal client?

Most of my clients are coaches; they are my niche, and we have very compatible businesses. I look for clients who can easily delegate work and are able to think and plan ahead. If clients can clarify their expectations, the more success I have in doing what they need. For a successful partnership, staying in touch with me, their partner, is a quality that I look for in clients. I need clients who have a growing, thriving business and I particularly like clients who appreciate me and the time I save for them.

What are your strengths?

I'm good at breaking big projects into smaller pieces and keeping track of details. I have the ability to use the left part of my brain (analytical stuff) and the right part of my brain (creative stuff) on the same project. I'm a great problem solver (like a terrier with a bone) and don't easily give up.

What are your weaknesses?

Since I'm a great planner, always thinking ahead, I don't perform as well with last minute emergencies. I like to get things done well ahead of time (don't ask me how early I like to get to the airport) and not do things at the last minute. As a consequence, I don't work with clients who continually save things until they're an urgent project.

How many clients do you have?

As many as I can handle. ;-)

When are you available?

Mostly I work from 8 AM to 4 PM (Pacific Time), Monday through Thursday. Yep, I take Fridays



VA Process >>

Interview of Frequently Asked Questions (FAQs)

off and have lost potential clients due to this. I've designed my life to fit my lifestyle. I'm very conscientious about meeting my client's needs, so don't let my work hours mislead you.

What if I have an emergency?

Emergencies come up for clients as well as VAs, and I understand that. For clients with whom I've developed a long collaborative partnership, we'll get through these occasional situations together.

How much do you charge?

I charge market rate for an AssistU trained Virtual Assistant. Learn more about my fees on my [Rates](#) page.

Do you have a contract?

Yes, it's a 3 page independent contractor agreement. It's included in my Welcome Packet for new clients.

Anything else that you want to add?

Sure! Although I sound "all business" on my website, I love getting to know my clients on a personal level. We crack each other up whenever possible. Learn more about me personally on my [About Me](#) page.