

*LOIS RILEY DURHAM*  
YOUR VIRTUAL ASSISTANT

# Welcome Packet

Thank you for choosing LRD Virtual Admin Service for your business needs!

# Welcome

I'd like to personally welcome you to LRD Virtual Admin Service. I am thrilled that we have this opportunity to work together in business. It is my personal commitment to provide the best possible service to you as your Virtual Assistant. I am dedicated to making our working relationship a success. I look for and welcome feedback from my clients on ways to make LRD Virtual Admin Service the best virtual assistant business it can be. I put a tremendous emphasis on high-level individual client contact and my #1 goal is to serve my clients with unparalleled excellence. This Welcome Kit is a simplified way to welcome you into the LRD family.

## **In this welcome kit, you will find:**

- ✓ Explanation of How I Work
- ✓ Contact Information

# How I Work

## **What you can expect by working with me**

All calls and emails will be returned within 24 hours during business days (Monday - Friday). That means I will:

- ✓ Go the extra mile to make clients happy
  - ✓ Respond to email and phone messages promptly
  - ✓ Follow up with clients to ask for feedback
  - ✓ Make recommendations and offer solutions
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## **Hours of Operations**

My regular office hours are Mondays thru Fridays 9:00 am – 6:00 pm (CST). My office is closed on Saturday and Sunday.

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## **Rush Jobs**

I get that things pop up and you need help immediately. For rush jobs, you will be charged a 25% surcharge for less than 24 hours' notice and 50% surcharge for evenings, weekends or U.S. holidays.

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## **Holidays**

I will take off the following US holidays:

- |                    |                    |
|--------------------|--------------------|
| ✓ News Years Day   | ✓ Labor Day        |
| ✓ Memorial Day     | ✓ Thanksgiving Day |
| ✓ Independence Day | ✓ Christmas Day    |

There may be other days where I will be out of the office in an effort to balance my life with family time... however, you will be notified as soon as possible of my time off.

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## **Referrals**

Referrals are my favorite way to achieve new business as well as gain valuable new contacts and any friend of yours is a friend I would like to meet! So, if you know of anyone who can benefit from my services, then you can earn valuable service or reward credits of \$25 for each referral that you send my way. Not only that, but your friend will receive a special certificate for 10% off their first project with me too! Once the certificate is redeemed, I will issue the \$25 service or reward credit to your account... It's that simple.

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## **Confidentiality**

I adhere to a strict confidentiality code and no information will be divulged to a third party. All documentation sent to me will be returned upon completion + payment. I take your confidentiality very seriously - all passwords are encrypted and I use the highest level of internet security. If I need to use your credit card, I will shred the info after use. Should the business tasks be allocated to someone internally (i.e. I bring on a new team member to support me), it is acknowledged that the Client would be introduced to the new project manager and approve the change.

# Stay Connected

Because it is so crucial that we stay in contact throughout our business venture, I want to leave you with the many ways you can connect with me and I look forward to hearing from you.

Lois Riley Durham

LRD Virtual Admin Service

Phone: 901-290-3651

Email: [lois@loisrileydurham.com](mailto:lois@loisrileydurham.com)

Website: [loisrileydurham.com](http://loisrileydurham.com)



To get a snapshot of my professional expertise or to become a part of my network team, connect with me on LinkedIn.

<https://www.linkedin.com/in/loisrileydurham>



To get advice on how your business can become more productive with less overhead, connect with me on Twitter.

<https://twitter.com/loisrileydurham>



To find my latest updates, tools and resources, connect with me on Facebook.

<https://www.facebook.com/loisrileydurham>