

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 hours (Tuesday - 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 Tuesday-Friday 9am-6pm (CST). My office is closed on Saturday-Monday.

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.

Holidays

I will take off the following US holidays:

- ✓ News Years Day
- ✓ Memorial Day
- ✓ Independence Day
- ✓ Labor Day
- ✓ Thanksgiving 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.

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.

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

Website: 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>