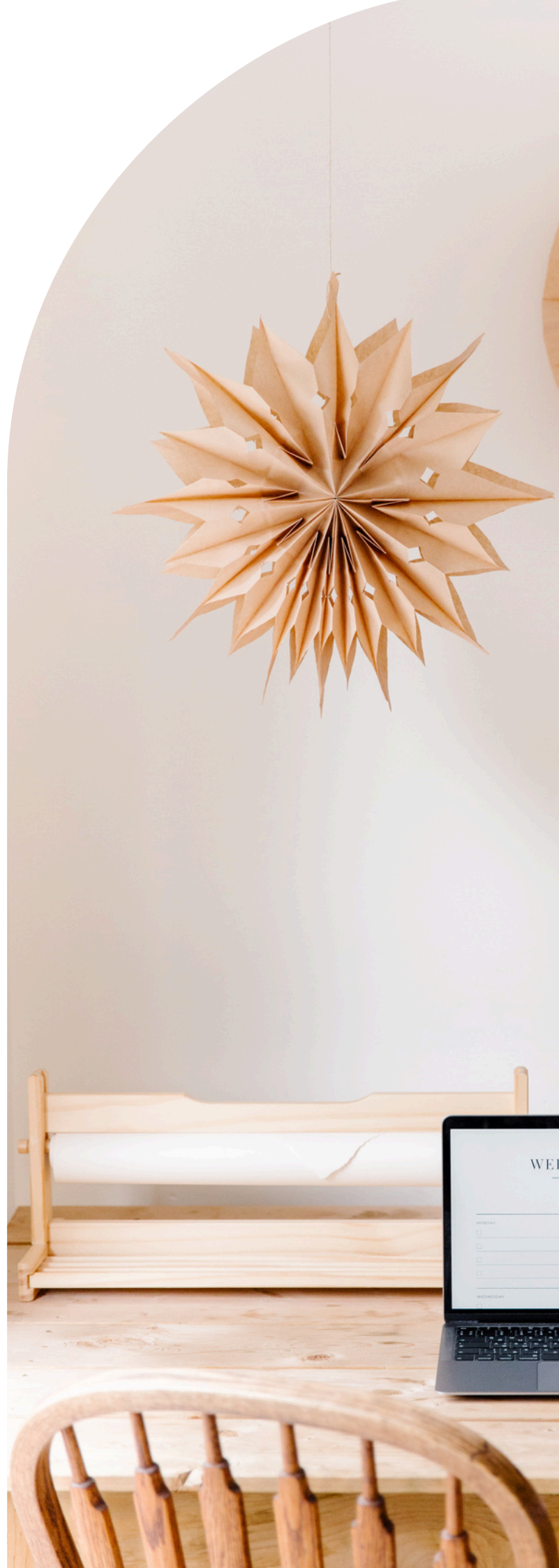


Services Guide
HELLO

 0499 393 345

 nicola@thepersonalva.com





ABOUT ME

My name is Nicola, and I am the founder of The Personal VA. I provide tailored virtual assistance services to support busy professionals and businesses with daily tasks and long-term projects. With over 15 years of experience as a Business Support Professional across multiple industries, I understand the value of having a dedicated expert to help businesses stay organised and efficient. By managing the details, I enable you to focus on the bigger picture. My goal is to ensure you have the time and energy to concentrate on what truly matters to you.

Nicola



nicola@thepersonalva.com



0499 393 345

CORE SERVICES

At The Personal Va, i provide a comprehensive range of administrative services to help businesses maximise efficiency, stay organised, and enhance productivity. My support ensures smooth day-to-day operations, allowing you to focus on your core responsibilities.

Administrative Tasks

- Document Formatting, Structuring and organising
- Editing & Proofreading
- Writing & Drafting
- Saving and Converting Files
- Comparing and Merging Documents
- Other administrative tasks as required
- Personal Admin

Data Entry & Document Management

- Accurate data entry and database updates
- Creating, formatting, and organising documents
- Managing cloud storage and file systems

Customer Support & Communication

- Handling client inquiries via email, chat
- Managing CRM tools for seamless customer interactions
- Creating FAQs and support documentation
- Processing orders and handling basic troubleshooting

Bookkeeping & Financial Assistance

- Tracking expenses and generating reports
- Invoice creation and payment follow-ups
- Organizing receipts and financial records
- Coordinating with accountants

Travel Planning & Logistics

- Researching and booking flights, accommodations, and transportation
- Managing travel itineraries and expense tracking
- Arranging meeting venues and event coordination



Package Options

10-Hour Monthly Retainer Package

- 10 hours of dedicated administrative support per month
- Priority task completion within agreed timelines
- Ongoing support via email and messaging platforms
- Monthly progress report and task summary
- Investment: **\$700 ex GST** per month

20-Hour Monthly Retainer Package

- 20 hours of dedicated administrative support per month
- All features of the 10-hour package
- Additional hours for enhanced productivity and extended support
- Investment: **\$1,300 ex GST** per month

40-Hour Monthly Retainer Package

- 40 hours of dedicated administrative support per month
- All features of the 20-hour package
- Additional hours for enhanced productivity and extended support
- Investment: **\$2,400 ex GST** per month

Hourly rate \$75 p/h

Need assistance with a specific task or project? I offer a flexible hourly rate for ad hoc work, providing expert support whenever you need it. Whether it's a one-time job or occasional help

TESTIMONIALS



Unido Interior Architecture

Nicola has kept me organised by managing my calendar, organising meetings, responding to emails, processing invoices and scheduling for projects. Having Nicola onboard to assist with the small and time-consuming administrative tasks has allowed me to focus on more of the big picture stuff in my business."



3Two Projects/3Two Cleaning -Rayleen Coates

"Nicola has been invaluable in helping me plan and prioritise my workload, chasing up on things to make me a more organised person and get results. With her assistance I have been able to delegate important things that otherwise wouldn't have got done. A huge impact on my professional life the last year and pleasure to work with."



PicBook Creations -Susan Peter-Budge

"Nicola was methodical at learning about my business and has been able to keep adapting as we grow. She is organised, thorough and reliable. We are able to hand tasks over and trust that will get done to a high standard and on schedule. Nicola has been an asset to our team allowing us to focus on our core work."



NEXT STEPS



I would love the opportunity to discuss your needs in further detail. Please contact me to arrange the best time to suit.



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www.thepersonalva.com

Thank you!
