



VIRTUAL ASSISTANT

Services Guide

<p style="text-align: center;">Email Support</p> <p style="text-align: center;"><i>Extended inbox management support can be provided upon request for an additional fee.</i></p>	<ul style="list-style-type: none"> • Monitor one email inbox for new messages • Flag urgent emails for response • Draft and send email replies • Archive or delete unnecessary emails • Manage folders
<p style="text-align: center;">Calendar & Schedule Support</p>	<ul style="list-style-type: none"> • Book meetings and calls • Send calendar invites • Manage reschedules and cancellations • Coordinate availability with others • Prepare meeting agendas • Send calendar reminders for deadlines or important events
<p style="text-align: center;">Data & Document Support</p>	<ul style="list-style-type: none"> • Maintain and update documents • Document preparation for presentations, PDFs and reports • Create new templates • Organise and maintain digital files • Cloud drive management • File conversions, archiving and formatting • Record and standardise document styles • Accurate data entry for record management • Create and manage form templates • Manage and maintain form responses
<p style="text-align: center;">Client/Member/Patient Support</p>	<ul style="list-style-type: none"> • Contact clients, members or patients • Provide quotes and send invoices • Schedule and reschedule services or appointments • Follow-up cancelled services or appointments • Relay requests and instructions
<p style="text-align: center;">Client Onboarding</p>	<ul style="list-style-type: none"> • Send welcome emails • Collect and collate documentation • Set up and manage folders and accounts • Track onboarding progress
<p style="text-align: center;">Accounts Admin & Invoicing</p> <p style="text-align: center;"><i>Please note: I do not provide tax, BAS, or financial advice services. A qualified professional must complete any work requiring a registered Tax Agent or Chartered Accountant.</i></p>	<ul style="list-style-type: none"> • Create and send invoices • Track payments and send reminders • Organise digital documents • Setup direct debit accounts • Confirm payments and follow up overdue invoices



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Phone Call & Live Chat Support

Support coverage can be tailored to suit your business needs and may include:

- A per-call rate for inbound or outbound calls
- Coverage during designated business hours
- A set number of support hours per week

- Answering and returning calls
- Making outbound or cold calls
- Answering live chat prompts
- Sending follow-up emails post live chat
- Sales and service calls
- Hosting online video calls
- Monitoring voicemails
- Returning missed calls

Website, Social Media & Content Support

- Edit text and images
- Check and test forms
- Complete plugin updates
- Add, check and test weblinks
- Format and schedule campaigns
- Coordinate content delivery with designers or writers
- Create calendar
- Track engagement metrics (basic overview)
- Draft newsletters or marketing emails
- Edit blog drafts or templates
- Upload prepared blogs, content or announcements

Research Coordination

- Source and compare vendors or services
- Book appointments for professional services
- Research tools or products for client use
- Collect competitor info for pricing, services, and branding
- Compile findings into comparison documents
- Clarify market trends and competitor activity
- Coordinate onboarding and schedule training for team members

Sales & CRM/PMS Support

- Schedule sales or service calls
- Input new contacts into CRM
- Update lead statuses and notes
- Set reminders and follow-up tasks
- Monitor CRM or email sequences for lead progress
- Tag or move leads based on engagement
- Support client nurture efforts with task follow-through

Tech Support

Please note: General troubleshooting for software and hardware does not include tax, legal or regulated IT work.

- Research and compare software/hardware
- Software training
- Hardware training
- General troubleshooting



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Executive Assistant Support

Includes services offered above from:

- *Email Support*
- *Calendar & Schedule Support*
- *Data & Document Support*
- *Accounts Admin & Invoicing Support*
- *Phone call support*

Live, Responsive Support

- Available in real-time during agreed hours
- Handle last-minute requests or emergencies
- Adjust meetings or travel quickly as needed

Travel & Logistics

- Book flights, hotels and transportation
- Accommodation research and bookings
- Create detailed itineraries with confirmation numbers
- Event coordination for personal or corporate events

Personal Support

- Research and purchase gifts
- Book dining, personal, or leisure reservations
- Assist with online shopping tasks
- Prepare a daily or weekly schedule overview
- Resolve appointment conflicts
- Confidential file management with discretion

Executive Liaison

- Communicate directly with key partners, family or staff
- Relay decisions or approvals
- Schedule or manage meetings with key personnel
- Conference call hosting and minute-taking

The Flex Package

Select from a range of services to build a customised package within your maximum allocated hours.

The Loyalty Perk

Secure weekly support with a 10% discounted rate when scheduling a minimum of 5 hours per week.

Ready to get started? Reach out to hello@chrissiegeorgie.com with your chosen services, and let's build a package that works for you.

Not sure where to begin?

Book your [FREE 15-minute consultation](#) for a quick chat.



FLEXIBLE SUPPORT

chrissiegeorgie.com

Your Way!