*Replace all of the information in the document that is bolded + italicized with your business information. Then delete this information, add your business header and save it as a PDF before sending to your client to sign with a digital signature system.*

Welcome to

[YOUR BUSINESS NAME]

Welcome

I would like to welcome you to **YOUR BUSINESS NAME**! I am excited to work together. It is my personal commitment to provide the best possible service to you as your virtual assistant.. This Welcome Kit is a simplified way to welcome you into my client family.

In this welcome kit, you will find:

* Explanation of How I Work
* Client Questionnaire
* Contact Information

Please note that the contract portion of this packet as well as the client questionnaire will need to be filled out by you and returned to me via email.

What you can expect?

**What you can expect by working with *YOUR BUSINESS NAME***

All calls and e-mails will be returned within 24 hours during business days (Monday – Friday).

**Hours of Operations**

My business hours are Monday-Friday ***ADD YOUR HOURS HERE***

**Rush Jobs**

Sometimes you will need me in a rush. 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**

***YOUR BUSINESS NAME*** will take off all ***YOUR COUNTRY*** public national holidays.

*INCLUDE ANY OTHER DATES THAT YOU ALWAYS TAKE OFF EACH YEAR – FOR EXAMPLE A WEEKLY SUMMER VACATION*

**Referrals**

We love referrals! Thank you for referring us to your friends!

**Confidentiality**

I adhere to a strict confidentiality code and none of your personal information will be shared with a third party. All documentation sent to me will be returned upon completion and payment. I take your confidentiality very seriously all of your 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 1 use. Your privacy is very important to me!

Client Questionnaire

I really want to understand how I can better assist you and your business – please complete the following questionnaire and return it to me via email as soon as possible.

1. What is the full name of your company?
2. What is the best way to communicate with you? Phone? Email?
3. What hours do you work?
4. What hours are you looking for your virtual assistant to work?
5. If you have any of the following materials in place, please forward them electronically:

* Current photograph and website banner \_\_\_\_
* Current login and password for the sites I will manage for you \_\_\_\_
* Company event calendar \_\_\_\_
* All websites that you will want me to manage \_\_\_\_

***YOU CAN ALSO ENTER IN ANY QUESTIONS THAT APPLY TO THE TYPE OF VIRTUAL ASSISTANT WORK YOU WILL BE COMPLETING FOR THE CUSTOMER***

Contact

***[YOUR NAME]***

***[YOUR TELEPHONE NUMBER]***

***[YOUR EMAIL ADDRESS]***

***Any other information that your clients will need to reach you.***