

FREQUENTLY ASKED QUESTIONS



What can you tell me about Virtual Assistance?

As part of the ever-growing area of business process outsourcing, Virtual Assistance has become a significant part of that industry in the last 10+ years. Organizations need high-quality, cost-effective solutions to grow, and they are turning to “virtual” professionals as an alternative to the cost and commitment of hiring on-site staff.

Just about anyone can utilize a VA. By handing over the supplementary (but necessary) tasks to another professional, you free up valuable time and resources to focus on more important priorities.

How do you support me if I don't see you daily?

This is a valid concern and is common among small business owners who have built their companies from the ground up. These concerns generally stem from being unfamiliar with what kind of work can be done from a distance. But, once you learn HOW your non-core tasks can be outsourced, the WHAT of what can be delegated is easier to see.

The key to working with VAs is simple – communication. By being clear about what you need, you can leave the rest to your VA while you focus on realizing the full potential of your business.

VAs, in turn, provide progress reports, ask questions, and take the initiative to use their resources to get the job done. After all, their practices depend on providing quality business solutions in order to grow *their* business to its full potential.

Are you part of my daily operations?

That's up to the client. While we are available on a project-by-project basis, we want to develop an ongoing relationship that allows us to regularly help you with your increasing workload – we can have a standing conversation about your week's to-do list, and tell you what Rescue Desk can take off your plate. Rescue Desk wants to be a partner in your success.

What services does Rescue Desk provide?

Our role is to take on tasks that are creative, administrative and supportive in scope and nature. If there is something you need that we're not completely confident we can do, or if it's not part of our service listing, we'll share that with you ... and help you find someone who can!

How much do Virtual Assistants charge?

It varies and depends on the services the VA offers and the market he or she serves. VAs generally charge from \$20 - \$60 an hour. Some charge per project, while others are on a flat hourly rate. It's common to find discounted rates if you have a retainer arrangement per week or month.

Fees may initially appear to be high, but compare that with the *real* cost of hiring an on-site assistant. The rule of thumb is that on-site employees can cost between 2 and 2½ times their salaries thanks to equipment and space needs, benefits, taxes, legal requirements, unproductive time, professional development and training, etc.

Who are your ideal clients?

We love working with people – whether a soloist, small business owner or an executive leading a small staff – who are creative, have a positive energy, and are open to working in a virtual world. We are dedicated to cultivating long-lasting, peer-to-peer partnerships, and working with clients who want to share ideas and come up with solutions together.

While we certainly don't shy away from someone who may need help, Rescue Desk tends to be well-equipped to work with sole proprietors, “micro” businesses, and organizations with small, on-site staffs.

What if you're not familiar with my industry?

That's easy – we ask! VAs are a bright and insatiably curious bunch, and we don't hesitate to do research, ask questions and learn about clients' challenges and goals. VAs generally work with only a handful of great clients at a time, simply so we can dedicate our time to learning your business and becoming the supportive assistant you need.

What if I still have a few more questions?

Visit www.RescueDeskVA.com, where you will learn more about:

- Services and Fees
- More FAQs
- Rachel Rasmussen, owner of Rescue Desk
- The benefits of a partnership
- Resources about the industry (and working with a VA)
- And more!

WORKING WITH A VIRTUAL ASSISTANT GIVES YOU TIME TO ...



Pursue your interests



Grow your business



Spend with family and friends



Prospect for new customers