



What is a Virtual Assistant?

You may have heard the term, but do you really know what it means?

Virtual Assistants (VAs) are independent professionals who provide a wide variety of services including administrative, creative, and/or technical ones. Utilizing advanced technological modes of communication and data delivery, a professional VA assists clients in his/her area of expertise from his/her own office on a contractual basis which saves the hiring company considerably. A Virtual Assistant is neither classified as a temp nor an employee but lists themselves as a professional freelance assistant (or business if the hiring company is dealing with a company who provides VA services) who caters to the needs of the individual, small business or large corporations. VAs often work from fully equipped offices within their homes, or small offices, who provide support on one-time projects or on a long term basis. Almost every task that can be accomplished in an office can be completed virtually with the same or greater results but usually with substantially lower costs.

Great VAs are able to adapt to different sizes of clients offering them the same level of satisfaction. Their services are tailored to each specific client in order to provide high quality business and office support which in turn enables their clients to focus on their core business objectives, rather than on time consuming administrative and related chores which can easily be passed onto the VA. Examples of services provided by a VA include: bookkeeping, managerial, technical, administrative and/or personal support, just to name a few. VAs use the most advanced means of communication and the newest, most efficient and time saving office technology and work delivery, regardless of geographical boundaries. VAs work from their own offices on a contractual basis and abide by an established Code of Ethics requiring integrity, honesty and due diligence. Ace-High Professional can assist you with all of your VA needs regardless of where you are located in the world providing you with excellent service and top-notch customer satisfaction.

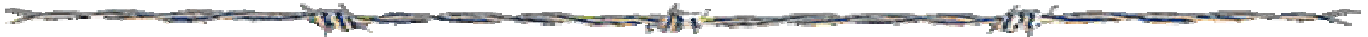
There are many benefits in using a Virtual Assistant. Just a few of them that Ace-High Professional feels are the most important include:

- ♣ You have the support of a professional personal assistant with experience of working within corporate companies and for high level management. Ace-High Professional is comprised of staff members, both full and part time, who have lots of experience within all industries and at all levels of business;
- ♣ There is no need to provide office space & equipment thus keeping overheads low. Ace-High Professional has two full offices ready to serve your every need;

- ♣ Eradicate sick days, annual leaves, overtime, and more from your overhead costs. With Ace-High Professional, you are paying for the work which is done not for anything else. What a great way to save;
- ♣ You have no employee contracts to set up and negotiate which means less wasted time. Ace-High Professional is all about saving time by being as efficient and effective as possible which means that we are on task with the agreement that we have with you. Some clients work with us for one short task while other clients work with us on larger long term projects. Either way, it is the current agreement which we have with you that we are working on and not trying to secure the next agreement with you. Everyone's needs are different and you may or may not need future services from us. Regardless, we leave you with high customer satisfaction and are more than happy to assist you in the future with any needs that you might have;
- ♣ Because VAs are freelance there are no temp or agency fees to find new employees. You have nothing to pay us at Ace-High Professional other than the cost of the service and/or products. There are no other fees such as for a middle man as you are going directly to the source;
- ♣ You will receive high quality work (often higher than with a paid employee) completed to agreed deadlines which are outlined in your contract with Ace-High Professional. Each client of Ace-High Professional has an agreement or contract with us for the task(s) at hand. This is to outline what you desire, what you expect of us, and what we will deliver to you. Each task is approached with the same professionalism regardless of if it is a one time project or a long term project;
- ♣ Consistency in your business through reliability and commitment by dealing with the same person versus a team of employees ~ why scatter the work between staff members when a VA can manage the tasks you need completed? With Ace-High Professional, you deal with us from the beginning through the delivery of the product or completion of the service. We handle all tasks with you not having to deal with any extra people in the process. Each client is given an account manager from Ace-High Professional in order to make your experience as great as possible;
- ♣ Flexibility through having the option to use a VA's services as and when required with no minimum contracts from Ace-High Professional. We are open to tasks of all sizes, thus there are no minimum contracts. We offer options for savings on multiple times of services to save you even more money and to give you more flexibility in your choices;
- ♣ Continuation by working on the VA's schedule and not within business hours. This means working outside of normal office hours, working on holidays, and getting it done with the extra pull for tight deadlines and assisting other members of your staff with existing projects and workloads if needed. Ace-High Professional works until the task is done. This may mean working fifteen or more hours a day in order to get your project done in the required time and at the level of satisfaction which we strive for. We gladly work seven days a week and around the clock if needed to make sure that your business is running as smoothly as possible;
- ♣ Substitution during times of hardship such as for sick days, long term leaves, maternity leaves, or for one time absences. VAs are able to fill in when your staff cannot. Make the most of your business and

get your work done as effectively as possible in the most efficient way by using Ace-High Professional. If you need for us to fill in when a regular employee is off or on leave, we are able to do so. We treat your business as our own and make sure that you are in the most capable hands possible by putting our most compatible staff members into situations such as these;

- ♣ Honesty within Ace-High Professional's VA Services. Hiring a VA is much like hiring an employee but with a lot less paperwork, less stress, fewer restrictions, and occurs in a much faster time. You are looking for the best possible person for the task at hand. If Ace-High Professional is assisting you, then know that you have gotten the best choice as we are as honest as they come. Honesty is our best policy and something that every person who is a part of Ace-High Professional lives by. Word of mouth is the best advertising and with happy customers who trust and know our honesty in all dealings we are able to show that we really live by this policy;
- ♣ Peace of Mind with the VA Services at Ace-High Professional. You can rest assured that we shall never undertake a project that cannot be completed within the agreed timescale and that we will deliver the correct and proper project and/or service to you. We do not mind short notice projects at all, and we shall only accept them if we are 100% confident that they will be completed within the given time frame. We are so confident in our ability to get the job done correctly and on time that if we do not follow through with this, you will not be charged for the services and/or products from Ace-High Professional no matter how large or small your project may be. Peace of mind is something that businesses do not get enough of and we deliver it directly to you. No more worrying about whether or not something will be done to your or its specifications or if it will be finished when it needs to be. It will be and we guarantee it! Please inquire for complete guarantee information.



Need to use the Virtual Assistant Services of Ace-High Professional?

Need more information about our services or us?

Please contact us by email at info@acehighpro.com or call us at 615-824-0301 (office) or 615-210-6852 (cellular).