

# Fact Sheet

## The Web Maid

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## What is a Virtual Assistant

*A Virtual Assistant offers services to clients via the internet. It can be simply defined as an internet home-based secretary/assistant. The Web Maid uses virtual technology such as telephone, email, ftp (file transfer protocol) and instant messaging to provide an outsourcing service to clients.*

### Outsourcing and who can benefit

Outsourcing is a common practice. New businesses with little or no office space or staff and educational institutes experiencing funding cuts can benefit from outsourcing to a Virtual Assistant. Even fully staffed businesses occasionally have large, undesirable or seasonal projects which could be outsourced to a Virtual Assistant.

### What are the benefits?

Using a Virtual Assistant allows the client to concentrate on doing what they do best — running a business.

- There is no need to worry about superannuation, tax, holiday pay or sick pay for temporary or casual staff — this is all included in The Web Maid's fees.
- Pay only for the time it takes to complete a task or assignment — don't pay for coffee breaks, smokes or for staff chatting on the phone.
- The Web Maid is not limited by conventional office hours.
- Location — The Web Maid is only a phone call or an email message away.
- The client does not need to provide office space, computer equipment or specialist software.

### Wouldn't a temp do the same thing?

No, not quite. A temp would need office space and equipment. You may get a different temp in every time you need an extra hand. By using The Web Maid, you deal with the same person every time and develop a professional working relationship.

### How much does it cost?

It all depends on what is required. The Web Maid aims to offer a professional, affordable service and most work is based on an hourly rate of \$25-\$35. Package deals are available for web sites.

After initial discussion with a client, a written estimate will be provided by The Web Maid. All rights are reserved to revise the quote if job specifications change.

### I'm worried about confidentiality

Don't be. The Web Maid follows a strict confidentiality policy. Any information provided by way of client names, email addresses, fax/telephone numbers etc. will not be passed on in any form to a third party. Confidentiality of all correspondence and documentation is guaranteed.

### What does The Web Maid do?

The Web Maid specialises in but is not limited by the following services:

- WebCT development (used in education)
- web site design and maintenance
- word processing, including mail merges, tables etc.
- desktop publishing
- powerpoint presentations
- digital illustrations, manipulations and some animations.

Visit the web site at [www.thewebmaid.com.au](http://www.thewebmaid.com.au) for a comprehensive list of services.

### How does it work?

The client contacts The Web Maid by phone or email. Work is provided by hardcopy through the mail or via email. Once the work is completed, The Web Maid emails it back or sends a copy on CD.

### What is The Web Maid's experience?

The Web Maid has 25 years experience in the workforce in a variety of office based positions. A full resumé is available on request.

Contact Leonie, The Web Maid to see how she can help you.

