

FREQUENTLY ASKED QUESTION'S



Natalie O'Grady Virtual Assistant



1 How does hiring a VA work?

It's simple. If you feel you require my services, please get in touch, either by phone or email and we will first briefly discuss your requirements and arrange a mutually convenient time and date for a more in-depth, free consultation.

2 What happens next?

If you are happy to proceed after our consultation, we can begin the onboarding process.

3 What is the onboarding process?

During the onboarding process, you will receive a welcome letter, registration form, my terms and conditions and a contract setting out communication preferences and hours that we have agreed on. I do require these to be filled out and returned to me before I begin work.

I will also share with you the login information for the time tracking software I use where you will be able to assign tasks and check my progress at any time.

Once the forms have been returned, we can agree on a start date and I will begin work.

4 How do I contact you and how often?

You can contact me through phone, email or video call. Communication preferences will be discussed and agreed during the onboarding process.

5 How many hours will I require?

This all depends on the jobs you require of me. You could choose a few hours a day or just a couple of hours a week. We will discuss the jobs you require during the onboarding process.

6 Is there a minimum number of hours I need to book?

Yes, I require a minimum of 2 hours to be booked. I also ask for more than 24 hours notice. If you require urgent assistance, I will always try my best to help.

7 How do I share documents?

I use a cloud-based file-sharing system that is fully GDPR compliant so we can share files safely.

8 Do I need to sign a contract?

Yes, you will be required to sign a contract before any work is commenced.

9 Are you insured?

Yes, I am fully insured. I am also a member of the ICO.