

## The VEVA 10 Client Commitments

Here are some tips on how to show commitment to your clients as a virtual assistant:

- **Be responsive.** One of the most important things you can do to show your clients that you're committed to them is to be responsive to their requests. This means answering their emails and phone calls promptly and getting back to them as soon as possible.
- **Be reliable.** Clients need to be able to count on you to get the job done. This means meeting deadlines, delivering high-quality work, and being honest and transparent about your capabilities.
- **Be proactive.** Don't wait for your clients to come to you with requests. Take the initiative to learn about their business and their needs, and then offer to help them in any way you can.
- **Be positive and helpful.** Clients want to work with people who are positive and helpful. Make sure you're always willing to go the extra mile, and that you're always looking for ways to make their lives easier.
- **Be yourself.** Don't try to be someone you're not. Clients can spot a fake a mile away. Just be yourself, and let your personality shine through.
- **Understand their business.** The better you understand your client's businesses, the better you will be able to serve them. Take the time to learn about their industry, their goals, and their challenges.

## VIRTUAL ELVES

- **Be available.** Make sure you are available to your clients when they need you. This may mean working outside of traditional business hours or being available by phone or email.
- **Be flexible.** Things don't always go according to plan, so be prepared to be flexible. Be willing to adapt to changes and go the extra mile for your clients.
- **Be professional.** Always present yourself in a professional manner, both in your communication and in your work. This will show your clients that you take your job seriously.
- **Be grateful.** Take the time to thank your clients for their business. Let them know that you appreciate their trust and that you are committed to providing them with excellent service.