



## You did it!

Now that you are officially IN, here is some important information you need to know as a VEVA!

- Your VE email address will be added to the VE Calendar of Events, simply ACCEPT it once you have received the invitation.
- You will officially be welcomed to all our Google Chat Channels and FB Closed Group. This is where you will meet all our wonderful VEVA's. The Google Chat Channel is an important platform to us, so please be reminded of it based on the onboarding you had with Cherry.
- Refer to the VE Culture book to always remind you of our policies.

*We can't wait to see what you'll make happen.*



VIRTUAL ELVES

# *Culture Book*



## The VE Story

Virtual Elves was founded by Kristy Smith on Sydney's Northern Beaches in 2009.

After a long working background in Hospitality at 5 Star hotels, followed by 7 years in Sydney's top Private Hospital managing teams of over 150 people, Kristy wanted to do something more flexible after having her 2 kids Olivia and Joshua. So at 37 years of age, she started her own business working with entrepreneurs helping them with their admin and marketing.

Virtual Elves was never started with grandeur in mind. However, Kristy's natural ability to network and build relationships and trust saw the business boom and she very quickly outgrew the time she had available to manage the clients that needed her help.

Enter Cherry!

Cherry was Kristy's first ever VA and came on board with a vision and drive matching Kristy's, fast establishing her as a valued partner in growing Virtual Elves to what it is today.

Since 2009 Kristy has slowly grown the business through entrepreneur training, development and education and is proud to have a strong team supporting the VE family.

Our mission at VE is to support and empower the home-based professional and we can't wait for you to join the team!



# Virtual Elves *Core Values*



## *We are Family*

Our team and our clients are at the core of everything we do. We are more than a team. We are FAMILY.



## *We Strive for Long Term Relationship*

We value strong, deep and long-term connections and thrive on supporting the goals of our team and clients in every way.

## *We Respect & Trust*

We value the talent, time and intentions of everyone we work with. We speak the truth. We believe in each other. We act with empathy, honesty, transparency and integrity.

## *Win Win & Win*

We ensure that each of our actions is in the best interests of our team, our company, and our customers. With empathy and humility, we seek win-for-all.

## *We Care*

We listen from the heart, think and lead empathetically, and help each other grow.



## *We Empower*

We empower our employees in a work environment that is conducive to creating the optimal work/life balance. We empower our clients to own the process and relationship they have with their virtual team and ultimately growing their business.



Virtual   
Assistance  
*is a Career*

Understand that virtual assistance is a career, and not just a work-from-home gig.

# Who You *Should Be*

If you enjoy supporting business owners,  
then this career is for you.

You should be on top of your tasks and assignments without waiting for the client to follow-up on you. In fact, you should be able to see the flaws and clutters, and help the business owner create a better, more substantial, more organised and more profitable business.

Honesty is always the best policy. This holds true to working as a VA. Don't over-promise and under-deliver.

# General *Expected Output*

Quality output and meeting deadlines are the two important things that you should keep in mind when working with Virtual Elves.

Don't deliver quality output that is overdue nor deliver on time that is of low quality.

Simply submit quality output on or before the deadline. To do this, you are expected to:



Always support clients by all means possible.



Always provide quality assistance and perform to the best of your ability.



Remember that a client's success is your SUCCESS too as a VA.

# Top Tips For Working With *Virtual Elves*

1

## Attention to Detail

You need to be thorough and accurate with your work, take the time to double check before you submit.

2

## Commitment to Your Work

Be online at the times you're required to be online and make sure your client can contact you.

3

## Process Driven

We suggest that all Virtual Elves clients write out detailed procedures for their VAs. It is important that you follow these processes.

4

## A Great Attitude

Australian clients like working with people with personalities, so don't be afraid to let your natural character shine through!



# Policies

## Open Client - *Staff Communication*

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The best way to build a strong business relationship with your client is to communicate with them openly and as often as possible. This builds trust, camaraderie, and loyalty.

Don't be shy about asking for help if you don't understand how to do something. On the other hand, speak up if you have good ideas or improvements! International clients do not like mitigation.

Be clear, concise and direct to the point. It is important to note that Virtual Elves does not handle project management, however, should you find it difficult to resolve issues at a client-staff level, feel free to reach out to Cherry, our HR Manager.

## Quiet working *environment*

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You must treat the work-from-home arrangement with a great amount of professionalism and respect. This involves having an office area that is clutter and noise-free (e.g. no screaming kids, barking dogs, speeding cars, and the like).

This will not only help you perform better, it will be a great reflection of your professionalism and communicate to your client that you take this job seriously.

## Maintain a professional *work-life balance*

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Work-life balance is important and working at home can give you exactly that.

You get to spend more time with family and friends during breaks. Admittedly though, many find it a challenge to separate work life and home life.

It is important that you get everyone living with you to understand that you cannot be bothered during the hours that you are working.

Distractions will impede your ability to do quality work on a daily basis.



## Resource *Requirements*

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A working computer and a fast, stable internet connection are your lifeline when working at home.

So always check your equipment. Internet connection speed must be at least 60mbps for seamless work to be done.

Problematic issues with these will put your relationship with your client at risk.

When one or both are down, it is important to implement your contingency plan. Once you're back online, reconnect with your client right away.

This sends out the message that you do the best you can to get the job done without the hiccups.

It is best to let Cherry know if your internet is down or if there is power outage in your area that affects your ability to work.

# Attendance

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Working from home takes out the daily grind of commuting to the office and back. It's another perk that comes with this kind of set up but this doesn't mean you can only show up for work when you feel like it.

It's important to build trust with your client and having a clean record in attendance goes a long way.

Make sure to follow the work schedule assigned you and show up on time. In fact, officially being present at work is as easy as 1-2-3!



Get out of your bedroom and into your home office.



Switch on your computer.



Log in to Hubstaff and Skype and start to work.

## Daily Updates

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At the end of your work day, submit an update to the client using the following format with a simple what you did today, what you will do tomorrow, issues and concerns.

This daily report should be emailed to the client DAILY, unless you work on a per task basis.

Make a copy of this [EOD Report Sheet](#)

# Holidays

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As an Australian company, offshore VAs of Virtual Elves follow Australia holidays rather than Philippine holidays.

However, if you want to take a day off during Philippines holidays, you need to inform us and the client 2 weeks before the actual holiday.

You also need to make sure that there is no pending work on the holiday, unless your job is flexible.

# Leave and *Absences*

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If you want to take a leave, you need to fill up the Time Off Request in Hubstaff at least 2 weeks before the leave.

If you fail to work for a period of three (3) consecutive scheduled days without any prior consent of the Company and/or without notifying the Company and/or the Client, you shall be deemed to have committed a breach of a material obligation, in which case the Company may at its discretion immediately terminate the Agreement.

When you want to resign, please allow one fortnight's notice before exiting. Disappearing without notice will be detrimental to your credibility as a VA.

If you can't be online more than 3 hours in a day or can't make it on your schedule with the client, you need to notify your client or Cherry about this and reach an agreement to make up.



## Contingency *Plan*

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In case of storms, power or internet outages, you must have a viable contingency plan that will allow you to continue working.

This can be an access to your mobile data or a friend/relative's home where you can access the internet.

You don't get paid during power outages, so it is very important to have a contingency plan that will allow you to resume work as quickly as possible.

Remember that communication is key in any business relationship, so make sure to notify your client about your situation right away.

If you have implemented your contingency plan and still have been unsuccessful in going online, notify the HR Manager, who will get in touch with your client for you.

# Best Practices

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In our aim to develop professionalism while working from home, we encourage you to:

- 1.** Use your social media sites in a professional way. We discourage you from directly connecting with our clients on social media. If it is necessary that you connect with them because of work-related reasons, we advise that you avoid posting vulgar, negative, slanderous, and sexual posts as it will become your brand to them.
- 2.** Always treat the data and login details entrusted to you by the client with utmost confidentiality, whether clients let you sign a confidentiality agreement or not.
- 3.** Never say you can do a task or know a tool if it's not true. Don't use the client's official sites to navigate or figure out how to use certain tools unless they advise you to do so. This way, you avoid messing up the data in their official sites if there are mistakes made.
- 4.** Avoid communicating to the client any issues or concerns you have with Virtual Elves. We encourage you to always communicate to the HR Manager any issues you have so we can discuss the best solution for you.
- 5.** Clients will always know if you are telling the truth or not. Don't say you've work on a task when you have not, or say you are at home, when you're not. Note that you can always relay to the HR Manager if you want to resign, to be reassigned to another client or to discontinue a specific project so we can find the best alternative. Don't just disappear.



# Summary: *5 Rules of Engagement*

1

Responsiveness

2

Daily Updates

3

Reliability

4

Pro-Activeness

5

Versatility



# Virtual Elves *Activities*

1

Monthly Town Hall (1<sup>st</sup>  
Friday of the Month  
via Zoom)

2

Online Training

3

Face-to-face or  
charity events (Once  
a year)

4

Yearly Online-Team  
Building

5

Yearly Company  
Xmas Party (1<sup>st</sup> or 2<sup>nd</sup>  
week of December)

6

Google Chat  
Channels  
Engagement

# Culture of The *Elves*

Involved  
Inspired  
Interested  
Informed  
Happy!



## *Involved*

Actively participate in team activities, discussions, and events. Your involvement ensures that your voice is heard and that you contribute to the collective success of Virtual Elves. Be proactive in seeking opportunities to engage and collaborate.

## *Inspired*

Find inspiration in your work and the success stories around you. Let your passion drive your performance and motivate others. By being inspired, you contribute to a positive and energetic work environment that encourages creativity and innovation.

## *Interested*

Show genuine interest in your work, colleagues, and clients. Be curious, ask questions, and seek to understand the needs and goals of those you work with. Your interest fosters stronger relationships and better collaboration.

## *Informed*

Stay informed about industry trends, company updates, and client requirements. Continuously educate yourself and share valuable insights with the team. Being well-informed helps us deliver top-notch services and stay ahead in a competitive market.

# *Happy!*

It's not about denying challenges but about navigating them with intention and positivity.



*“At Virtual Elves, a happy VEVA is one who finds fulfillment in every TASK, joy in every ACHIEVEMENT, and pride in being part of a supportive and an AMAZING TEAM.”*



# VIRTUAL ELVES

Real people. Remarkable results.



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