



# 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 Skype Channels and FB Closed Group. This is where you will meet all our wonderful VEVA's. The SKYPE Channel is an important platform to us so please be reminded of it based on the onboarding you had with Cherry.**
- **You will also receive our weekly newsletter to get more insights and helpful information that you may find useful at work.**
- **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 Relationships

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.

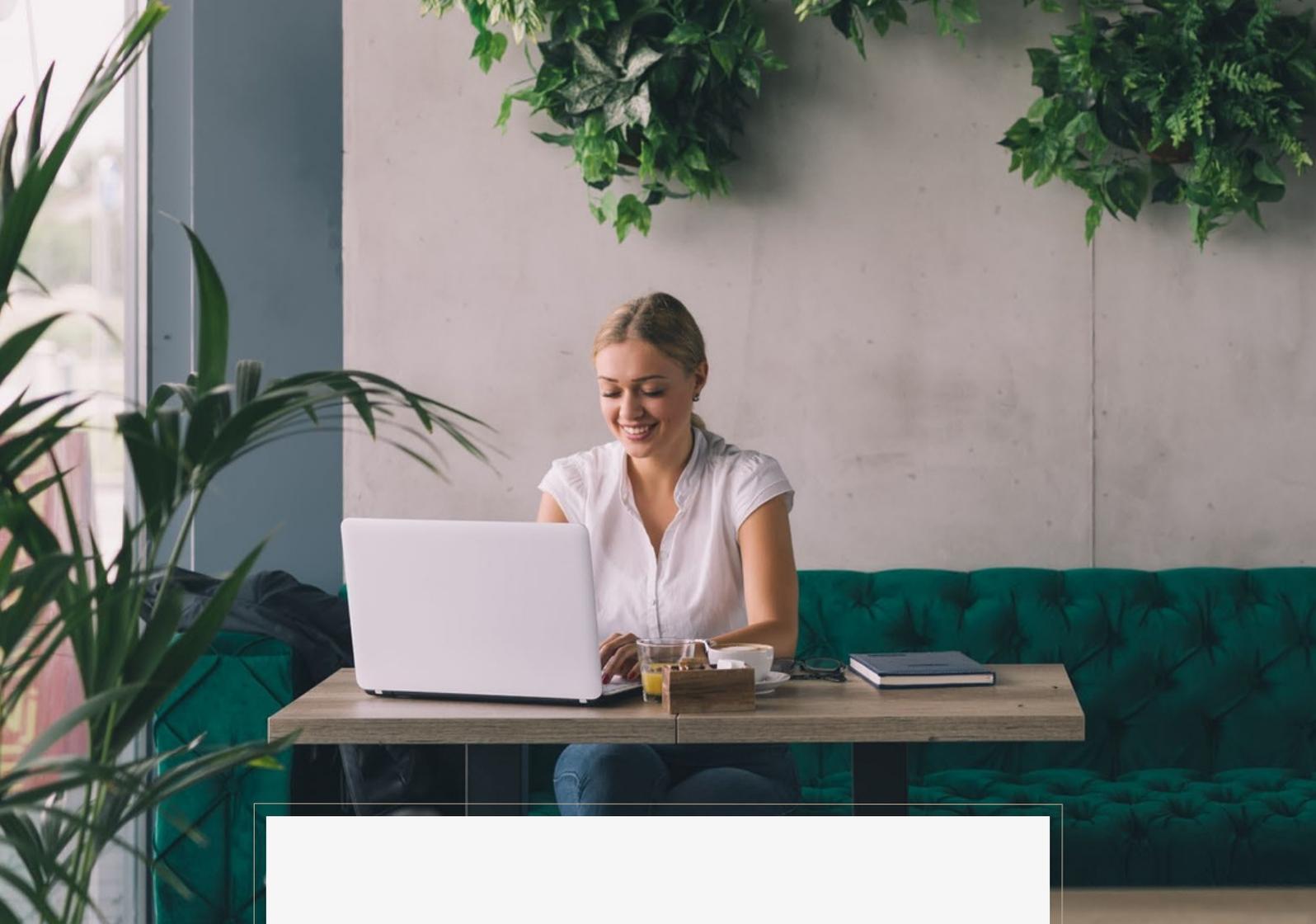
## We Care

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 20mbps for seamless work to be done.

Problematic issues on 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 or Tina 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!

1. Get out of your bedroom and into your home office.
2. Switch on your computer.
3. 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:

- Date –
- What I did today –
- What I will do tomorrow –
- Issues/Concerns –

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

## 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 5 days 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 a form at least 5 days 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 a local cafe with WIFI 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 Cherry and she will get in touch with your client for you.

## Work ethics

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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 Cherry 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 Cherry 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

Dependability/  
Reliability

4

Pro activeness

5

Versatility

# VE Activities



1

Monthly Town-Hall  
(first Friday of the  
Month via Zoom)

2

Online  
Training

3

Face-to-face and  
Charity Events (Once  
a Year)

4

Yearly Online-  
Team Building

5

Yearly Company X-  
mas Party (1st or 2nd  
week of December)

6

Skype Group Channels  
Engagement



# VE Training Sites

[VE Online Training \(Road to Excellence\)](#)

[Specialised Training](#)

[Interview Tips](#)

## Philippine Team

Please take note of their contact information:



*Cherry Lynn  
Bonachita*

HR MANAGER and  
Team Leader - Team Elves

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**Email:** cherry@virtualelves.com.au  
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*Tina Ebue*

RECRUITMENT MANAGER and  
Team Leader - Team Pixies

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*Jo Butaran*

RECRUITMENT SPECIALIST and  
Team Leader - Team Pirates

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*Maria "Tiny"  
Florentino*

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**Mobile number:** 09159088295

## THINGS TO REMEMBER

### Client Related Concerns – c/o Maria

Any client issues or concerns will be coursed through to the Operations Manager for proper handling and resolution of the situation in coordination with the Team Leader.

### Work-Related Concerns – c/o Team Leaders

VAs who could not report for work, this includes your weekly meeting with your clients, you must inform your Team Leader to let them know you are unable to work for the day.

Reasons for not working:

- Emergency
- Sick
- Others

For request time-off (vacation leave or planned leave), your client must approve your leave first and then take a screenshot to be sent to HR for your time-off request approval from VE.

Team Leaders:

Team Pirates – Jo Butaran

Team Pixies – Tina Ebue

Team Elves – Cherry Bonachita

### Job Postings

All job postings will now be posted via the VEVA Local Skype Channel, so everybody can see and apply accordingly. A VA should always have an updated profile for ease of processing the application.

Once you have expressed your interest in applying for the JD, please email your expression of interest to the Recruitment team, with the JD COntral Number you are applying for, and answer the questions found at the bottom of the JD so we can use that too to highlight why you see yourself the right fit for the role.



# THINGS TO REMEMBER

## 15-Min Zoom Handover Schedule

As part of our new process, once you are about to work with a new client, you will be going through a Handover call with the Operations Manager to be formally endorsed to your new client. This is a 15-min Zoom call to help set the expectations between you and your new client.

You will receive a handover document attached to the calendar invite, please read that document before the actual handover schedule as part of your preparation.

## VA Weekly Updates

All VAs should submit this every week. Those who will not submit will receive an email from me to ask your reason why you are not able to submit your weekly updates. If there are no tasks per client, just indicate it and submit the form. VAs who do not have clients are NOT REQUIRED to submit the weekly updates.

## Daily SKYPE Attendance

SKYPE Group Channels - as part of our daily attendance, all VEVAs MUST CLOCK IN from their respective groups (PIRATES, ELVES, PIXIES and NEW VEVAs Channels). This is our daily attendance monitoring to let us know you are around. The Hubstaff is our official time tracker, so please click this when you start working for your clients. Your team leaders will be checking the daily attendance, so please make sure you CLOCK IN so you won't be marked absent for the day. Your team leaders are Cherry for Team Elves, Tina for Team Pixies and Jo for Team Pirates. If you were marked absent for the day, you will have to inform Cherry (HR Manager) why you are not able to report for work.

MAKE SURE to download **SKYPE** on your mobile so you don't miss important messages and announcements. Now, if your phone can no longer accommodate a new app, make it a habit to check your Skype messages regularly and your VE email address every morning before you start working with your clients.



## THINGS TO REMEMBER

Participate in all our VE activities

As this will also be part of your evaluation starting next year. We have our monthly town hall, face-to-face events, and quarterly training. Just so you know, all schedules will be posted beforehand to ensure you can block off your time to attend. Most schedules will be from 3 pm PH time so that it won't disrupt your client schedule. If you are working for your clients around this time, please let us know so we can email and inform your clients ahead of time.

Road to Excellence Training Completion

All VEVA's should complete modules 1 to 4 to receive a certification

### **Accountability Form**

The accountability form serves as a documented record that outlines specific responsibilities, expectations, and commitments as a VEVA, particularly your KPIs, such as your tasks, projects, attendance, and or active participation in all VE activities and events. Its primary purpose is to promote transparency, clarity, and trust in professional relationships. After signing it this will be saved on your 201 folder.

We expect PROPER COMMUNICATION to ensure that we are aligned and that you comply to all the rules and policies set forth at Virtual Elves.

Remember, to always DO IT RIGHT VEVA!





# VIRTUAL ELVES

Let go to grow