

# Our Services & Packages List

The following pages detail the full list of services we currently offer and where they sit within our package range. You can request any of these services as part of your Pay-as-you-go, Retainer or Package plan.

## How our packages work

As stated on our website, we use a “starting from” price to allow you flexibility to choose a set package or a mixture of packaged services from our **Premium**, **Enhanced** and **Essential** range. We will then send you a personalised quote based on these.

We have detailed where a task is only available within our **Premium** or **Enhanced** package levels due to it's additional complexity and the layer of pro-active executive VA support included.



TRADITIONAL EMAIL / DIARY MANAGEMENT - VIRTUAL EA SUPPORT SERVICES	PREMIUM	ENHANCED	ESSENTIAL
<ul style="list-style-type: none"> <li>• Checking email Inbox and responding to and filing / deleting inbox emails (x1 account) - x2 check-ins a day up to 30 mins each.</li> <li>• Organising all diary appointments – including accepting / declining / rescheduling as appropriate.</li> <li>• Setting up custom rules.</li> </ul>	✓	✓	✓
<ul style="list-style-type: none"> <li>• Flagging emails in real time that need an urgent reply and assisting with responses.</li> <li>• Picking up and carrying out admin actions from email requests.</li> <li>• Setting up and managing a colour coding calendar system.</li> <li>• Review diary up to 2 weeks ahead to avoid any clashes and update any meeting changes.</li> </ul>	✓	✓	✗
<ul style="list-style-type: none"> <li>• Review diary up to 1 month ahead to forward plan and carry out any changes required.</li> <li>• Help to collate / prepare any meeting papers and agendas in advance for diarised meetings.</li> </ul>	✓	✗	✗



TRAVEL & LOGISTICS PLANNING SUPPORT	PREMIUM	ENHANCED	ESSENTIAL
<ul style="list-style-type: none"><li>Organise UK- wide business travel – booking all travel &amp; hotels and adding full details to the diary.</li></ul>	✓	✓	✓
<ul style="list-style-type: none"><li>Providing full travel itineraries.</li><li>Online flight check-in services and providing digital boarding passes (sent via email or direct to phone).</li></ul>	✓	✓	✗
<ul style="list-style-type: none"><li>Organise international business travel – booking all travel &amp; hotels.</li><li>Providing full itineraries and diary details - including amending to local time when travelling overseas.</li><li>Preparing visas and other travel documentation where required and advising on any vaccinations and travel advice necessary.</li></ul>	✓	✗	✗



FINANCE SUPPORT	PREMIUM	ENHANCED	ESSENTIAL
<ul style="list-style-type: none"><li>• Raising invoices.</li><li>• Collating &amp; filing all expense receipts.</li></ul>	✓	✓	✓
<ul style="list-style-type: none"><li>• Setting up new clients on current invoicing systems.</li><li>• Keeping track of outstanding payments.</li></ul>	✓	✓	✗
<ul style="list-style-type: none"><li>• Keeping you on top of all monthly finance tasks.</li><li>• Working directly with your accountant to ensure all required monthly tasks are completed.</li><li>• Chasing outstanding debtors.</li></ul>	✓	✗	✗



<b>ADDITIONAL BUSINESS ADMINISTRATION &amp; OPERATIONS SUPPORT SERVICES CLIENTS CURRENTLY USE US FOR:</b>	<b>PREMIUM</b>	<b>ENHANCED</b>	<b>ESSENTIAL</b>
<ul style="list-style-type: none"> <li>Managing day-to-day client / customer communication and queries.</li> <li>Audio transcription services.</li> <li>Data entry services.</li> </ul>	✓	✓	✓
<ul style="list-style-type: none"> <li>Presentation support – maintaining, updating and creating.</li> <li>Designing brochures, documents and flyers (using Canva).</li> <li>Other document creation and preparation (including first drafts for review, editing, formatting and proof reading).</li> <li>Onboarding new associates / employees and managing processes.</li> <li>Setting up and maintaining online filing systems - e.g. Dropbox.</li> <li>Supporting with company meeting and board papers (inc. agendas etc).</li> <li>Market research support.</li> </ul>	✓	✓	✗
<ul style="list-style-type: none"> <li>Helping to draft company policies and procedures.</li> <li>Setting up and managing new company systems processes.</li> <li>Setting up surveys and feedback forms – including sending links and generating QR codes.</li> </ul>	✓	✗	✗



PROJECT CO-ORDINATION SUPPORT	PREMIUM	ENHANCED	ESSENTIAL
<ul style="list-style-type: none"><li>Tracking tasks, ensuring deadlines are met and providing regular updates.</li></ul>	✓	✓	✗
<ul style="list-style-type: none"><li><b>Project Coordination: Specific service fee due to additional time requirement.</b></li></ul>	✓	✗	✗



<b>PERSONAL SERVICES</b>  Please note that the below is just an example of and not the limit of what we will support you with on a personal level	<b>PREMIUM</b>	<b>ENHANCED</b>	<b>ESSENTIAL</b>
<ul style="list-style-type: none"><li>• Booking your car in for its MOT, services and any repair works, including setting early annual diary reminders.</li><li>• Booking personal appointments.</li><li>• Making reservations.</li><li>• Booking plumbers, electricians etc.</li><li>• Organising childcare arrangements.</li><li>• Gift buying: Researching, providing shortlist and purchasing gifts.</li></ul>	✓	✗	✗

**We are always adding new skills and expertise to our remit.**

**If you are looking for a task or service that you cannot see here, please do let us know and we would be delighted to discuss.**

**Please contact: [karenm@waysandmeanspaservices.com](mailto:karenm@waysandmeanspaservices.com)**