



*'virtually supporting your business with a cost effective solution to  
PA, secretarial, administrative & marketing support'*

*(T) 07525 811 737 (E) [dee@lamdek.com](mailto:dee@lamdek.com) (A) po box 2736 (W) [www.lamdek.com/id11.html](http://www.lamdek.com/id11.html)*

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## LAMDEK VIRTUAL ASSISTANT

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*'Lamdek Virtual Assistant is a virtual service offered to businesses and any professional who requires assistance with administration, secretarial, marketing, event management and PA duties.*

*'We endeavor to support all our clients with a first class professional service whether the requirement is a one off ad-hoc basis or continuous high end executive assistance.'*





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## **About Lamdek Virtual Assistant**

With over 10 years of experience in supporting Managing Directors, CEO's, self-employed professionals and project consultants in an array of different sectors including; Design & Build, Legal, Corporate Finance, Recruitment, Security, Satellites and Outdoor Advertising, Lamdek Virtual Assistant has a strong understanding of the support their clients require enabling them to provide you with an extremely professional secretarial/PA and administrative support at a high end executive level.

Lamdek Virtual Assistant believes our Clients confidentiality to be extremely important and will therefore never pass any information you give us to any third party without your instructions in writing. All files are saved to a Secured Server and deleted after 6 months unless otherwise instructed in writing and any paperwork is filed in a locked filing cabinet. A Confidentiality Agreement between the client and Lamdek Virtual Assistant is also available at your request.

The Computer packages used;

lomega Nas 200d Secure Server	Microsoft Outlook 2003	Microsoft Publisher 2003
Norton Antivirus 360	Microsoft Excel 2003	Microsoft Access 2003
Microsoft Word 2003	Microsoft PowerPoint 2003	CutePdf writer
Autocad 2005	Adobe Photoshop 9	Adobe Reader

## **Digital Dictation**

We can transcribe your dictation using any DSS, WAV, MP3 digital sound file.

The professional industry standard allows one hour transcribing 15 minutes of clearly recorded speech. Therefore, it takes a minimum of 4 hours to transcribe a one hour tape, and it can take as much as 6 or 8 hours depending on the quality of the recording. However, transcription can take much longer for focus groups, meetings, seminars and conferences with multiple participants - perhaps as much as 8 or 10 hours for one hour of recorded tape or a bad quality, unclear recording.

## **Benefits of using a Virtual Assistant**

Appointing a Virtual Assistant can be far more cost effective saving you time and money.

- No NIC/PAYE, no sick or holiday pay
- Less staff to manage, no holiday rotas to consider
- You pay for work that needs doing as and when you need it
- No recruitment fees
- No staff training

At Lamdek Virtual Assistant our clients are important to us and providing you with a professional service that you'll want to use again and again is our aim.



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## OUR SERVICES

### Secretarial & Administration

**Word Processing** (including but not limited to);

copy typing; audio typing; minutes of meetings; agendas; drafting letters, faxes, emails, memos; typing up business plans; manuscripts; template design; invoices; contractual amendments.

**Data Processing** (including but not limited to);

Maintaining and updating databases; data entry; basic book keeping; payment monitoring and issuing demands; updating and maintaining spreadsheets; spreadsheet and database design.

**Specialist Secretarial areas;**

Legal; Design and Build; Corporate Finance; HR Secretarial & Recruitment

### PowerPoint Presentations

**Bronze Package**

To include your company logo and your standard template design

**Silver Package**

To include bronze package plus clipart, animations, pictures and graphics

**Gold Package**

To include silver package plus macromedia flash using the latest in flash technology

Handouts, speaker notes and binding also available on request.

### Business Meetings

Booking meeting rooms and arranging necessary equipment required; organising attendee lists and invitations and relevant pre-meeting documentation; Organising travel and accommodation for participants

### General Events

Organising invitation lists and invites, Venue hire and decoration; Organising catering, table plans and any special arrangements; Arranging entertainment and any special requirements; Travel and accommodation; Organising team building events and arranging staff entertainment and seasonal corporate parties

### Marketing

Mail merging documents and mail shots; promotions; Designing leaflets and flyers and distributing; Drafting and updating Newsletters, E-newsletters, bulletins and corporate brochures; Printing; Corporate branding including business cards, logos and letterheads etc; Market research and Internet searches; Hand drawn art and design

### Web Design

Domain registration; Website design; Website updating and ongoing maintenance and management.

### Art & Design

Hand drawn logos; hand made and hand drawn invitations and cards; pencil drawn portraits from photographs; canvass art and paintings; hand designed table plans



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## OUR FEES

**We have 3 different pricing structures;**

### Standard Rates

		<b>Rates (per unit)</b>	<b>Rates (per hour)</b>
Standard hourly rate	GBP		£18.00
Legal Secretarial Services	GBP		£20.00
Specialist Secretarial Services	GBP		£20.00
Basic word & data processing	GBP		£15.00
Transcription	GBP		£18.00
(please note time will vary dependent on quality and other contributing factors)			
Document formatting, restyling	GBP		£15.00
Basic book keeping	GBP		£18.00
PowerPoint Presentations – Bronze package	GBP	£2.00 per slide	
PowerPoint Presentation – Silver package	GBP	£4.00 per slide	
PowerPoint Presentation – Gold package	GBP	£6.00 per slide	
Desktop publishing	GBP		£17.00
Event Management	GBP		POA
Research	GBP		£15.00
Website packages	GBP		POA
Mailmerge set up	GBP	£20.00	
Mail Shots (same standard letter to all)	GBP	0.50p	
includes: printing, folding and stuffing excludes: postage costs			
Covering letters	GBP	£3.00	
Extra Copies	GBP	£1.00	
Curriculum Vitae	GBP	£25.00-£40.00	
Document to CD	GBP	£3.50	

### DISBURSEMENTS

Any additional costs, such as telephone charges, stationery, post, etc will be charged at cost price.

All rates start with a minimum of one hour and are billed in 15 minute increments thereafter. Invoices are sent out on completion of works and must be paid within 14 days.

### Retainer Fees

For clients who require administrative, secretarial or marketing support on a regular basis.

Pack A (up to 10 hours per month)	£160.00
Pack B (up to 20 hours per month)	£300.00
Pack C (up to 25 hours per month)	£375.00

Retainer Fees are paid 100% in advance each month. (Any additional hours worked will be charged at the standard hourly rate.)

### Project Based Fee

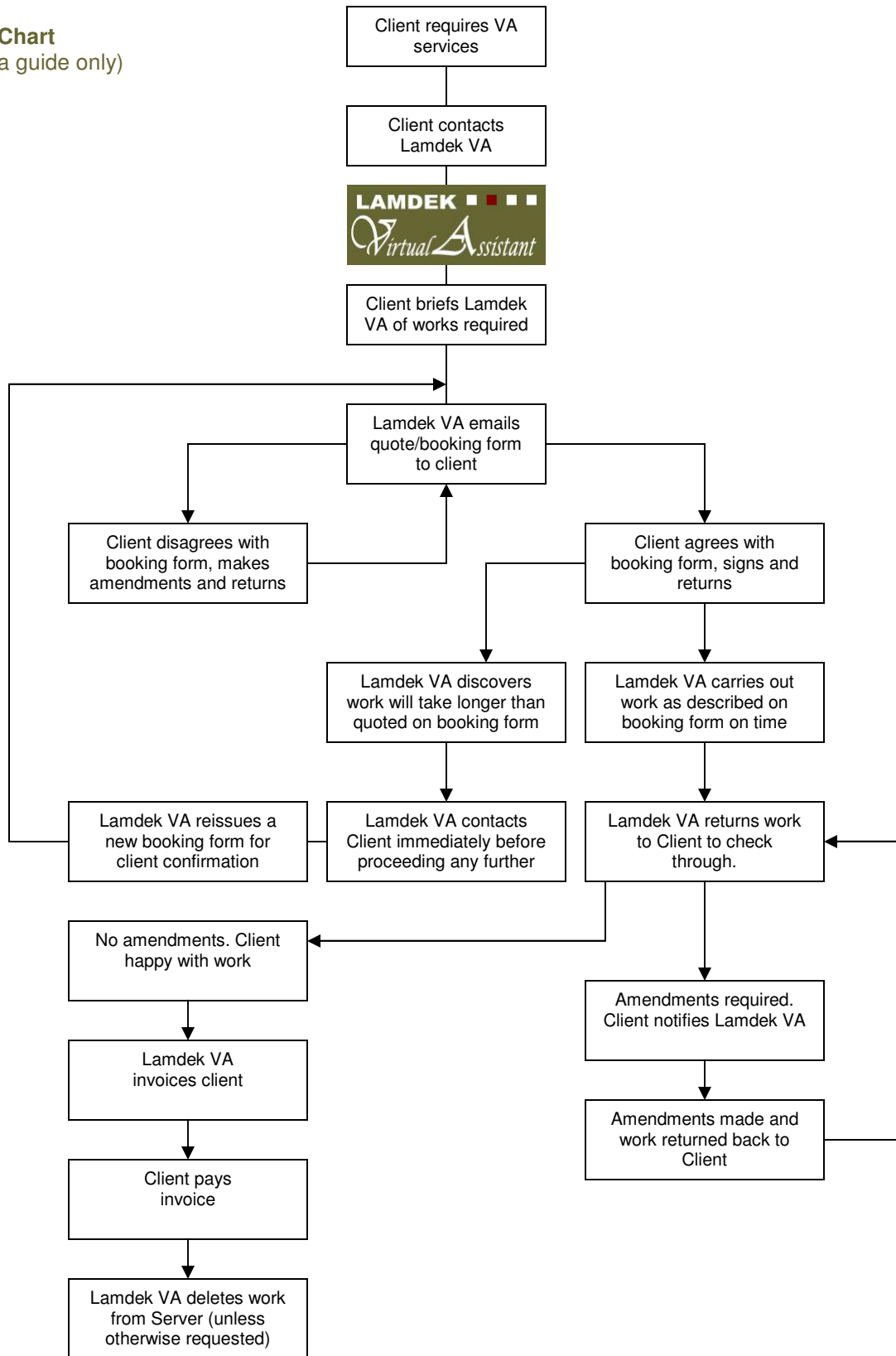
These prices are agreed before commencement of projects. They are based on the project type, complexity and estimated project length.



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**Procedures Chart**  
(intended as a guide only)





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## TERMS & CONDITIONS

### 1. CONFIDENTIALITY

- 1.1. All assignments and client contact details are treated as strictly confidential. No one working for or on behalf of Lamdek Virtual Assistant will ever intentionally divulge, discuss or communicate client information.
- 1.2. Lamdek Virtual Assistant will sign a confidentiality agreement if requested by the client.

### 2. CHARGES

- 2.1. The hourly rate is billed in increments of 15 minutes, with time rounded up to the nearest quarter of an hour.
- 2.2. prices are meant as a guide only and can be tailored to your individual requirements.
- 2.3. Any additional expenses (including but not limited to; printing, stationary, delivery fees, peripherals and consumables) will be charged in addition on the quotation. It may be necessary for large amounts to be paid in advance.
- 2.4. All charges are gross – Lamdek Virtual Assistant does not charge VAT.

### 3. ESTIMATES & DEPOSITS

- 3.1. An Estimate will be provided by way of a Booking Form.
- 3.2. A signed Booking Form is required before any work any work can be carried out on the clients' behalf. The Booking Form will include the date of commencement and the duration of the project plus any additional information.
- 3.3. By signing the Booking Form you are agreeing to the Estimate and the Terms and Conditions.
- 3.4. Any assignment that is looking to be in excess of the original Estimate by £20.00 or more will be discussed with the client before work continues.
- 3.5. We reserve the right to request a 50% deposit before commencement of an assignment for new clients.
- 3.6. For estimates over £150.00 we reserve the right to request the full estimated payment before commencement of an assignment.

### 4. ACCEPTANCE OF ASSIGNMENTS

- 4.1. Lamdek Virtual Assistance will accept work by telephone, fax, email, post or courier as hard copy, electronic mail, floppy disk or CD.

### 5. COMPLETED ASSIGNMENTS

- 5.1. All completed assignments can be returned to the client by fax, email, post or courier as hard copy, electronic mail, floppy disk or CD.

### 6. INVOICES

- 6.1. All invoices will be sent once work has been completed.
- 6.2. Invoices will be sent via email unless otherwise requested.
- 6.3. Payment is strictly within 14 days of invoice.
- 6.4. If payments are overdue, a reminder will be sent. Payments that are not received within 14 days of the reminder date will incur a 10% late payment fee.
- 6.5. Additional costs such as courier charges, postage, packaging, photocopying etc. will be added to the invoices.

### 7. PAYMENT METHODS

- 7.1. Lamdek Virtual Assistant accepts payments in the following ways;  
By cheque made payable to DA Goodey

### 8. RETAINER

- 8.1. Monthly retainers are to be paid for in advance 50% by the 1<sup>st</sup> day of the month and the remaining 50% paid before the last Friday of that month.
- 8.2. Any unused hours of a monthly retainer package can not be credited or reimbursed.
- 8.3. Clients may cancel a retainer package after the first month by giving 30 days written notice.

### 9. LOSS/DAMAGE OF CLIENT PROPERTY

- 9.1. Lamdek Virtual Assistant cannot be held responsible for any loss, damage theft etc of data, projects, equipment or any items relating to assignments, during transit to/from Lamdek Virtual Assistant premises.
- 9.2. Lamdek Virtual Assistant recommend that clients obtain a proof of postage as we will not accept responsibility for loss of damage to items going through the postal service.

### 10. PROOF READING

- 10.1. Final proof reading and checking of all work supplied is the responsibility of the client. Lamdek Virtual Assistant must be notified of any errors within 7days on receipt of completed work. Amendments or alterations, as requested by the client, will be charged at the appropriate rate. Errors made by Lamdek Virtual Assistant notified within 72 hours will be rectified free of charge.

### 11. INSURANCE

- 11.1. For insurance and safety reasons no personal visits to Lamdek Virtual Assistant premises are permitted.

### 12. VIRUS PROTECTION

- 12.1. For computer safety reasons, all incoming emails will be scanned. Lamdek Virtual Assistant reserves the right to refuse to open any attachment that is considered suspicious in any way.

### 13. FILE BACK UP

- 13.1. Lamdek Virtual Assistant will keep all assignments for a period of 6 months after which time they will be deleted from our system. On request back up copies can be provided on disk for a small fee.

### 14. END USER RESPONSIBILITY

- 14.1. Lamdek Virtual Assistant is not responsible for the end use of any document produced or edited by Lamdek Virtual Assistant on behalf of the client and it is the full responsibility of the client to observe any copy right laws.