SERVICES & PRICING GUIDE

Universal Virtual Assistant

WELCOME

Congratulations on taking your first step into exploring how to solve your administration nightmare.

An exciting milestone as a business owner is when you stop recognising every detail of each and every client job or project you have, for the simple reason of having so many projects or clients. By this point in your business, it is a good idea to have a Virtual Assistant to keep the office and administration running like clockwork.

During the global pandemic of COVID-19 that hit the world in February 2020, all businesses drastically evolved to the new normal, enabling all employees to work virtually from home. This resulted in a major economic crisis, forcing business owners to relook their overheads. Gone are the days where full time assistants are employed providing them with workstations, computer equipment, internet and telephone access. Partnering with a "virtual" assistant has brought a solution to many.

Hiring a Virtual Assistant allows you to eliminate non-productive hours and get the best value for your money as you only remunerate your VA for the hours spent on your account. A virtual Assistant will free up your time, allowing you to focus on activities that generate more income and grow your business, rather than worry about documents that need to be drawn up, emailed, clients that need to be phoned or groceries that need to be bought for the office.

I am Karin, I am a wife, a mother as well as an organising geek. I was born in a little town called Uitenhage in the Eastern Cape of South Africa. At the tender age of 14, I met the love of my life, Sam whilst still at school, and today we have been married for over 33 years. We have two beautiful daughters and we all currently reside in the Mother City of South Africa, Cape Town in the fairest Western Cape.

Most of my experience I practice today, was gained during my 32 years working as a Personal Assistant in three major Corporate Companies in South Africa. These years were distributed in Marketing Departments, Human Resources Departments, Customer Care Departments, Financial Departments as well as for the Chief Executive Officer of a major FMCG company in Johannesburg.

It is with this vast experience that in 2018, I decided to venture out on my own. I believed that I could provide many business owners with dedicated and specialised support. This is when Universal Virtual Assistant (UVA) was born. Further in the brochure you will discover the many services UVA has to offer you, different packages, and realise how viable it is to you as a business owner or entrepreneur to rather delegate the tasks that you do not like, do not have the time for or simply cannot do, to Universal Virtual Assistant.

Karin

Universal Virtual Assistant |Karin Terblanche | +27 137 2440 | karin@universalva.com



Specialising in Office Administration, Personal and Business Support.

Time is money… UVA saves you both.

SIGNATURE SERVICE

Personal Assistant

DIARY MANAGEMENT requires access to your electronic diary in order to synchronise real time. Managing your diary systematically, allowing time for personal tasks, planning and think tanks. Geographically scheduling appointments with clients and suppliers.

EMAIL MANAGEMENT requires access to email boxes allowing me to apply rules for prioritisation of incoming emails. This saves you from spending many hours per week to sift through emails. Responding to emails on your behalf. Liaising directly with your clients and suppliers and managing customer care.

MINUTE TAKING is executed at in-person meetings and discussions, alternatively virtual meetings are minuted via online platforms. Minutes are typed up, formatted and distributed to all parties concerned. Action items are followed up on and noted.

TYPING AND FORMATTING of all kinds of documents, example minutes, employment contracts, company policies, training manuals and materials, board meeting packs, presentations and newsletters

TRAVEL ARRANGEMENTS are made on your behalf and include flights, hotel accommodation and itineraries. For those who take road trips to visit clients and suppliers, a well planned route is plotted, including details of clients in the towns being visited, accommodation where necessary and all is documented clearly to take along with you on your trip.

Additional Services

Client Care

Client care is the process of looking after customers to best ensure their satisfaction and delightful interaction with a business and its brand, goods and services. It is closely related to the "customer experience" they receive. Most businesses have Client Care Departments which is the contact hub between their staff and their clients. UVA takes care of all incoming inquiries from clients and routes it to the responsible staff to action and feed back to Client Care for onward transmission.

Invoicing | Receipting | Debt Collecting

This service of month end invoicing and receipting for small businesses is managed and exercised by UVA. It is done on an online platform and outstanding invoices are followed up. Additionally, quite often businesses have long outstanding accounts and don't have the time or resources to follow up on these outstanding funds. UVA will take control of following up with clients in an effort to collect monies without needing to go the legal route, thus saving you time and money.

PowerPoint Presentations

With business now being conducted virtually, UVA can create very powerful and creative PowerPoint presentations. From light and animated presentations, to hard core graphics and charts, we pride ourselves in providing a high quality of skilled and professional presentations. In the same light, classroom training material is also converted into online presentations for e-learning purposes. A PowerPoint presentation is a very powerful tool for both learners and trainers as it boosts and stimulates learners' engagement when text with visuals, animation, audio or video are incorporated.

Curriculum Vitae

Gone are the days where we submit pages of useless information about our employment history. Recruiters do not look at what your tasks were 30 years ago when you were fresh out of varsity. They want to see your Academic background, companies you have worked for, positions you have held and basic information about your experience. Their focus lies at your most recent place of employment. UVA will transform your 10 page CV into a modern concise and professional format which would immediately draw the attention of the recruiter.

Additional Services

(Continued)

Excel Data Interpretation & Analysis

Knowing your business is one of the most important aspects that many business owners overlook. Your existing data holds more value than you would ever realise. By analysing your existing data, you can better understand your shortcomings and/or opportunities, strategise accordingly and execute sustainability for your business in the market. The goal of data analysis is to discover useful information, to drive informative conclusions and support decision making. UVA will inspect, cleanse, interpret, transform and report back in order for you to make sound business decisions.

Social Media Advertisements

Social media forms an important platform on which most business promote their products and services. UVA designs single picture advertisements or video advertisements as part of a package. These advertisements are sent directly to the client to post and share on either Facebook, Instagram or LinkedIn. The fee structure for advertisements differs from the normal pricing. Refer to the Pricing Guide.

Newsletters | Flyers | Brochures

The purpose of an email newsletter is to give those on your list updates pertaining to your business, products, and services. However, it's not something that's generally used for a hard sell. An email newsletter should feel like an update from an interesting, helpful friend, rather than a pushy salesperson. Using your content, UVA will promote your product or service in a creative manner, be it in the format of a newsletter, flyer or brochure.

Research

Research is the systematic investigation into and study of materials and sources in order to establish facts and reach new conclusions. Research can be a very tedious exercise for many people, but at the same time, a very necessary one. Whether you require suppliers to be sourced, products to be sourced, information for a project, don't spend your valuable time researching, UVA is here to assist. All research results will be documented into a professional manner allowing you to easily sift through the results you are looking for.

“Far and away the best prize that life offers is the chance to work hard at work worth doing.”

Theodore Roosevelt

"Don’t try to do everything by yourself, but try to connect with people and resources. Having that discipline and perseverance is really important."

Chieu Cao, Co-founder of Perkbox

CURRENT CLIENT PROFESSIONS

- Financial Planners
- Labour Law Consultants
- E-commerce
- Training Facilitators
- Marketing Consultants & Marketers
- Trades
- Small Businesses
- Lawyers / Attorneys
- Life & Business Coaches
- Accountants

TESTIMONIALS

Karin is fantastic and managed to achieve progress on a task that had taken me over 2 years to get around to. She is super efficient and keeps you informed along the way. I would recommend her in a heartbeat to anyone with any admin mountains that need to be tackled!
Thank you Karin Terblanche, I will be forever grateful.
- Fi Fitzpatrick

Karin has assisted my business with tasks that I simply have not got round to. Karin was very efficient, professional and chased me to get the info she needed to get the tasks done.
I would definitely recommend Karin Terblanche from Universal Virtual Assistant
Thank you Karin
- Sean Millard

When you have no time to do what needs to be done....
When you have no time to run the errands you need to
When you don't have the time to do the admin required
Well then that's the perfect time to get a Virtual Assistant...
With over 30 years experience in this industry, Karin Terblanche is the best person for the job...
She's reliable, she's trustworthy but most of all she's sufficiently effective and unjustifiably productive...
Contact Karin immediately as it will change your life....
- Grant Harmse

Before consulting with Karin from Universal Virtual Assistant, I had no knowledge of the company and was initially suspicious of possible misrepresentations of my requirements.
My initial decision to approach Karin, was a need for editing help, for formatting and proof-reading my training booklet. I chose to use their package. My expectations for misrepresentations were unfounded. Karin helped in all steps of the publication of the business booklet, she helped me successfully produce a very professional business training booklet.
I found that communication with her was easy and very helpful indeed. Not only was her turnaround time spot-on but she was able to guide, support and advise me all the way. Karin has an outstanding personality. Her quality of work is of a very high standard as well.
Will I use Universal Virtual Assistant again? By all means, I will and I highly recommend her services.
- Shada Francis

"Passion, creativity, and resilience are the most crucial skills in business. If you've got those, you're ready to embark on the journey."

Jo Malone, Founder of Jo Malone

"Success is not final; failure is not fatal: it is the courage to continue that counts."

Winston Churchill

PRICING GUIDE

Ad-Hoc Requests

R350 per hour

Monthly Retainers

Minimum of 4 hours a month, based on the **average** number of hours required per month

Social Media Advertisements

Choose your custom package, to fit your business!

R600p/m

4 x Ads per month (Single Pictures Only)

R700p/m

4 x Ads per month (2 x Single Picture Ads + 2 x Short Videos)

R800p/m

4 x Ads per month (4 x Short Videos)

ARE YOU READY TO ASSIST YOUR BUSINESS?

Call UVA Today!

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