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## Virtual Assistant Services Overview

We help consultants and solo professionals of all kinds operate more efficiently, so they can focus on what they do best. Here's a sample of what we can do for you:

### GENERAL/CLERICAL TASKS

- Proofread slide decks, emails, landing pages, LinkedIn profiles and all other copy in English and Dutch
- Transcribe live-streams and videos
- Upload videos and workshops into courses/membership sites and format the text under each video
- Write and/or schedule newsletters and general emails
- Set up workshops on platforms such as Zoom or MS Teams
- Research new apps and software when a change is needed
- Follow up with clients when they don't complete tasks or contracts
- Schedule clients, set up calendars and handle cancellations
- Set up and send out client contracts
- Bookkeeping
- Expense report management
- Answer service/support emails (refunds, trouble logging in, etc.)
- Create PDFs, workbooks, transcripts for classes, workshops or podcasts
- Answer inquiries on business Facebook pages or website contact forms
- Sort through client inboxes each morning, organize according to what is urgent and priority
- Maintaining inbox zero for clients
- Set up email auto-responders
- Appointment scheduling
- Email monitoring when on holiday/in a meeting/in training
- Set multiple emails up in outlook
- Set up your email signature
- Create daily to-do lists
- Manage and maintain client contact lists
- Schedule calls/interviews/consultations
- Look up and email your client directions to their next meeting
- Research the people your client's are meeting with
- Create slides for presentations
- Update/monitor software subscriptions
- Organize Dropbox/Google Drive
- Fix errors in bounced emails
- Data input
- Send out invoices
- Pay invoices that have come in in timely fashion
- Open a Zoom account
- Online shopping for supplies
- Order gifts & send them with an attentive note
- Order copies of handouts or booklets & ship to location
- Research a topic
- Add clients to CRM
- Export data as csv file & import into database or excel spreadsheet
- Send newsletter out to groups of contacts
- Apply company branding to word documents and power points
- Tidy up formatting of documents
- Problem solve
- Set up dashboard for many programmes, one example is MoneyMonk (Dutch accounting package)
- Create templates to speed up bunches of similar emails
- Fill in & send formal documents such as contracts and NDAs
- Organize webinars, ensure they run smoothly from technical point of view by being "producer"

### PROJECT MANAGEMENT

- Speak with clients in English and Dutch
- Follow all the steps with project management ADDIE
- Enter data into Asana giving an overview of the project
- Use Mentimeter to receive feedback from participants
- Export feedback data, analyse and present it to stakeholders
- Schedule meetings
- Distribute agenda
- Record minutes of meetings & action points
- Proactive approach
- Password management
- Convert face to face training to virtual delivery

New Horizons Learning Solutions – Helen Kirkwood