Virtual Assistance for Coaches
Project Overview

PURPOSE: To provide a virtual assistant to qualifying WSS coaches to assist them with their coaching activities.

MODEL OVERVIEW:

- The VA program is provided by WSS and made available to coaches with 10+ clients at no charge.
- We have identified a specific list of services that the VA will be trained to provide, but those services may account for only about 70% of what a coach may need as far as VA tools and systems; the other 30% will be unique to each coach and would have to come from the coach.
- Approximate VA cost per hour: $5.53/hour = $958/month (incl. 13th month bonus pay and 2% EasyPay fee)
- Average time commitment required: 4.3 hours per per client per month
- Approximate VA cost for 1 coach with 10 clients: $238 per month
- Ramp-up time to train a new VA**:** 30-60 days
- Cost to train a new VA: ~ $250 (approximately 40 hours) (Assuming that Grace is doing the training.)
- One full-time VA can support approximately 40 clients (or 4 coaches with 10 clients, 3 with 13, etc.) However, we must anticipate issues such as increases in the number of clients with a given coach, sudden loss of a VA, additional tasks asked of a VA by the coach, variations in the quality of the VA, and other factors, so we should hire VAs based on an assumption of 30 assigned clients per VA.
- We will need to carefully manage (perhaps limit?) the number of hours that a VA would be available to each coach. (The model estimates above assume a VA dedicated to specific activities, however, coaches may attempt to utilize the VA beyond those constraints by some amount and we need to decide on a policy for that.)

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BASIC INTRODUCTION:

- The VA for Coaches program is modeled after Kaprice Gunn's successful implementation with a VA to assist with her coaching activities. She's had incredible success with it.
- The program will be provided by WSS at no charge to coaches with 10 or more clients. The purpose of the program is to reduce the overall time commitment required of coaches by providing them with a virtual assistant to assist them with their coaching-related tasks. The VAs are Filipino and are very good!
- Through Kaprice, we have identified a specific list of "included services" that the VA will be trained to provide. Coaches will be allocated 4.3 hours of VA time per client per month for free. (This is an estimate based on Kaprice's experience and may change if we discover a more accurate number.)
- Coaches may or may not utilize the VA for all of the included services
- Undecided: Coaches may utilize the VA for additional service (within reason) for a small additional cost to be determined. (Probably around $7/hr)
- We are targeting each VA to support approximately 30 clients per month, which leaves room for the coach to add additional clients and/or for us to juggle VAs from one client to another.
- Ramp-up time to train a new VA (on the basic services) is 30 days, at which point the VA will be able to start providing services. Kaprice's VA, Grace, will be doing the training.
- Coach and VA will be introduced in approximately the third week of training
- WSS will do all of the time tracking and compensating of the VA

We don't know what we don't know:

- How difficult will it be to find qualified VAs?
- Can a VA provide all of the included services in 4.3 hours per month per client?
- Are the included services appropriately valuable for "most" coaches?
- Will coaches want to utilize all the included services?
- Will coaches be OK with the services as taught to the VA or will they want the VA to adapt to the coach's ways of doing business?
- Will coaches want to utilize the VA for other services beyond the included services, and if so, how much?
- How much of a time commitment will be required from the coach in the early stages of the relationship?
- Will the skill/performance level of the VAs vary significantly from VA to VA?
- Will personality differences between the coach and the VA become an issue?
- Will VAs quit? What do we do if they do? Will we be able to move a VA from one coach to another easily? Would it be a huge hiccup to the coach if they had to change VAs?
- Will the time zone difference become an issue for some coaches?
- How many VAs can Grace support on an ongoing basis? Or will WSS need someone in-house to manage the VAs as we go along?

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SERVICES INCLUDED:

	FREQUENCY	STATUS
Monitor Coach's calendar and prep for Coach calls and/or meetings	Daily	Urgent
Review Coach's calendar for tomorrow and enter Coaching Notes Templates into WB	Daily	Urgent
Use Coach Notes Template to take notes on all Coach calls	Daily	Urgent
Track all Coach promises made on Coach Calls	Daily	Urgent
Maintain VA timesheet and email a daily list of tasks completed to the Coach	Daily	Urgent
Execute Client Care Agile priorities and other tasks	Daily	Urgent
Add/create assignments for Coach and client in Workbench	Daily	Urgent
Maintain Coach Call roster	Weekly	Important
Maintain Coach Client roster	Monthly	Important
Deliver on Coach promises when possible (or remind Coach)	Weekly	Important
Respond to client emails, file/organize emails	Daily	Important
Track and update Client Care Agile with status/progress	Weekly	Important
Monitor Client Care GSuite: Email, Calendar, Drive	Daily	Important
Manage/organize Coach's emails/files	Weekly	Important
Onboard new coaching clients	As Needed	Important
Maintain content library (deliverable promises)	Weekly	Important
Assist with Coach's own project backlog	Weekly	Important
Audit number of coaching calls (make sure Coach has 2 calls per client per month)	Monthly	Important
Identify winning areas we can compliment clients on when we get to the session (production, points, on-track reports, etc.)	Fortnightly	Important
Help Coach's clients on miscellaneous items (ex. create a poster in Canva)	As Needed	Important
Come up with social media content, create it through Canva, and post it on Coach's Facebook group	Weekly	Important
Create support tickets for Client Support when there is a problem with a client's Lead Tracker	As Needed	Important
30-60-90 Plan for Client Care Coordinator	Monthly	Important
Report to Coach weekly on Knowledge, Attitude, Skills and Habits	Weekly	Important

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FINANCIAL MODEL:

- See spreadsheet

PROGRAM TERMS AND CONDITIONS:

- WSS has identified a detailed list of pre-defined services (the “Services”) that the VA is trained to provide for you.
- We estimate that it will require 4.3 hours of work by the VA per client per month to provide the Services. Therefore, each month you will be allocated a number of hours equal to 4.3 times the number of clients you have (“Allocated Hours”). There will be no charge to you to receive the VA Services for the Allocated Hours.
- *Undecided:* In the event that you utilize the VA for other tasks beyond the 4.3 hours per client that is included, you will be charged $7.00 per hour for any additional hours worked by your VA. It is your responsibility to train your VA on tasks that are not included in the Services.
- Based upon our experience with the program, we may adjust the “Allocated Hours” calculation from time to time.
- In the event your assigned VA quits or is released, we will immediately assign you a new VA who is already trained to provide the Services. If no VA is immediately available, we will hire and train a new VA as quickly as possible.
- The individual VAs provided by WSS are an asset of WSS and cannot be hired away from WSS for any reason.

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IMPORTANT GUIDELINES:

1. See “How To Find A Rockstar Virtual Worker.pdf” and “7 Steps To Getting Started Hiring Filipino VAs.pdf”
2. Rockstar Steps:
    - 2.1. Find something you know how to do (be realistic)
    - 2.2. How to find workers
    - 2.3. Interview with questions
    - 2.4. Hire full time (long term)
    - 2.5. “Can we work together?” first task
        - 2.5.1. Your goal
        - 2.5.2. What/Why?
        - 2.5.3. How?
    - 2.6. Train them to gain your trust (use Snag It to record training)
3. Seriously consider buying **VAs Made Easy** for $499, which includes
    - 3.1. 6 months of Premium access to onlinejobs.ph - $600
    - 3.2. VA Mentoring Service - They provide a mentor to basically hold our hand throughout the entire recruiting/hiring process.
    - 3.3. One VA Away Training - $49
    - 3.4. Video Guide to Outsourcing
    - 3.5. Rock Star Employer Pack - All of the documents you need
    - 3.6. List of VA marketing tasks
    - 3.7. 39 types of VAs you can hire
    - 3.8. 15 mistakes most people make
    - 3.9. Guide: How to Work for a Foreign Boss (give to new hires)
    - 3.10. 4 Interviews with business owners
    - 3.11. Case studies
4. Hiring Tips: (https://www.onlinejobs.ph/how-to-grow-your-business-with-virtual-assistants)
    - 4.1. The Disappearing Filipino
    - 4.2. Be Realistic
    - 4.3. Hire Full Time
    - 4.4. When recruiting, send lots of emails to lots of people
    - 4.5. The First Task
    - 4.6. Daily Email
    - 4.7. Time Tracking (don’t use it)
    - 4.8. Wages & Raises
    - 4.9. Give (random) bonuses for good work
    - 4.10. Use a screen recording app like TechSmith Capture or ScreenRec
    - 4.11. How to communicate - don’t use live interviews (Skype, etc.)
    - 4.12. Success depends on management - give positive feedback before criticism
    - 4.13. Caution with e-products - you learn it and then train on it
    - 4.14. Ask lots of questions (while recruiting)
    - 4.15. Use Easy Pay
    - 4.16. 13th Month
    - 4.17. Retain customs

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4.18. Internet problems/power outages - it is what it is, don't worry about whether they make up lost time unless it's a lengthy outage
4.19. PTO/Holidays - (John does not track PTO and he is flexible with them on holidays)
4.20. Dealing with poor work - look for the positive first, then kindly explain the problem - John is very patient before he fires them - Do not "hire slow and fire fast"
4.21. Daily Communication
4.22. Hire 1 person to do 1 thing

5. Skip the verbal interview. Filipinos are shy and easily embarrassed. They don't want to skype with you. You'll lose good job candidates if you insist on it. Rather than doing live interviews, ask them lots of questions over lots of contact times.
6. Start them on a trial period; make it clear to them upfront. Pay them weekly during the trial period and bi-weekly thereafter.
7. If you post a job, reply to everyone who follows your instructions and start interviewing. If you're contacting candidates, contact 20-30.
8. When you get responses, ask 2-4 questions per email and I do it 3-10 times. You're looking to see if they can follow simple instructions (ask them to send you a link to their onlinejobs.ph profile), if they are detail oriented (if they answer EVERY question you ask), if their English is good (it's hard to fake numerous email responses), and if they were honest in their onlinejobs.ph profile. The more you email them before you hire them, the more likely you'll find a great VA.
9. Have them complete the DISC assessment at the end of the email chain - seriously
10. Email 10-30 candidates -- don't try to find the perfect "one" beforehand.
11. VAs <u>must</u> be required to send a daily email that addresses three questions:
    11.1. What did you do today?
    11.2. What problems did you run into?
    11.3. What help can I give you?
12. The first email you send your new VA will set the stage for your entire working relationship, so you want to get this right: Make sure you tell them that you're available to help them if they have questions or if they need anything.
13. <u>Require</u> a daily email! What did you do today? What problems did you encounter? What can I do to help you? If we don't bother communicating, the VAs will believe we simply don't care what they're doing, and they'll have little incentive to work hard and follow through on projects. We don't need to micromanage our VAs, but staying completely out of the way won't help their development.
14. Only hire ONE VA at a time. Hiring multiple VAs is very difficult to manage and increases the likelihood of failure. (Maybe this is different since we have Grace.)
15. When Grace starts the training, it is important to give them a "first task", that Grace can help them with, but that they can work on immediately. Grace needs to show she is willing to help. They need to know that it is 100% OK to ask for help. What they cannot do is disappear! The goal is make progress, not for them to be perfect right out of the chute. You want to set a clear expectation upfront that you are willing to work with them. Send them an email upfront that says something like this:

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Hey, you're hired, great, here is your first task and all the instructions. Go ahead and try it. When you get stuck on something, I want you to go ahead and try and figure it out. Google it, ask a friend, see what you can figure out. When you get stuck on something and you feel like you are not making progress, I need you to come to me and ask me for help. What you can't do is disappear on me.

16. Incentive pay plans do not work well. It's better to just give random, unannounced bonuses for a job well done.
17. Consider having the VA fill out Form W-8 BEN (optional)

18. Other issues to consider:
    - 18.1. 13th month
    - 18.2. Specific customs
    - 18.3. Time tracking
    - 18.4. Philippine holidays/holiday pay
    - 18.5. Hiring a team
    - 18.6. Internet [roblems
    - 18.7. How to pay
    - 18.8. Interviewing questions
    - 18.9. Raises
    - 18.10. Bonuses
    - 18.11. PTO
    - 18.12. Contracts
    - 18.13. Firing
    - 18.14. Time zone issues
    - 18.15. Taxes
    - 18.16. Management

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SCOPE OF WORK:

Tasks completed:

- Send the VA task list to Irene to review
- Coordinate with Grace regarding how hour tracking will best work when they are working with more than one coach
- Meet Sara Guldi to discuss the details of the program and get their feedback
- Share full launch plan with Grace and work out her timeline/availability to start training
- Coordinate with Grace what she can and cannot do:
    - Hiring?
    - Training?
    - Ongoing management?
- Sign up for paid version of OnlineJobs.ph
- Write interview emails
- Train Grace (depending on what she will be doing for us)
- Create the Terms and Conditions doc
- Create a Job Contract (but John doesn't use one - just send an email that outlines the terms of the relationship)
- Sign up for Easypay & Timeproof
- Work out tracking/billing procedures with Rollin
- Launch with the first group of VAs and coaches
- Create **"Virtual Assistance for Coaches Introduction"** flyer to share with the coaches

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LAUNCH TIMELINE:

First Round:

March 15-23 - OnlineJobs.ph training and account setup (Brent)
March 24 – Post job ad on OnlineJobs.ph (Brent)
March 25 - Apr 7 - Email interviews with prospects (Brent)
April 8-14 - Conduct live interviews and make a decision (Grace/Brent)
April 19 - First day of work - Training starts*
May 14 - VA training ends
May 17 - VAs start providing services to coaches (coach week)

*Coaches and VAs are introduced in approximately week 3 of the training.

Second Round:

May 17-21 - Hold additional interviews as necessary (Grace)
May 24-26 - Make decisions and extend offers (Grace/Brent)
June 1 - First day of work - Training starts* (June 2nd Filipino time)
June 25 - Training ends
June 28 - VAs start providing services to coaches

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INTERVIEW EMAILS:

Email #1a: Thank you for applying for our job (Use if we are replying to applications)

Hi ,

Thank you for applying for the Administrative Assistant position with our company.

Can you tell me a little bit more about yourself and your family? Where do you live (city)? What do you like to do for fun?

Also, tell me some more about the administrative assistant work you have done in the past. (Please don't just copy what is already in your resume.) Have you ever worked virtually for a U.S. company before? Do you have a job now? If so, are you planning to leave that job if we hire you?

Lastly, please include a link to your OnlineJobs.ph profile in your reply. I know I have already looked at it, but we like to have it in an email for quicker access.

Thank you!

Brent Gray
Workman Success Systems

Use if applicable:

> Oh, one other thing. I noticed on your OnlineJobs.ph profile that your stated Expected Salary is quite a bit higher than what we clearly started in our job post. We are receiving a lot of very qualified applications, so we won't be paying more than about $800 USD, yet you still applied. What are your thoughts there?

Email #1b: Are you still looking for a job? (Use if we reach out to resumes we find)

Hi [NAME],

We are a leading real estate coaching company in the U.S. and are looking to hire an experienced Administrative Assistant to assist our coaches with their real estate agent clients. I viewed your resume on OnlineJobs.ph and it looks like that is something you would be good at. We are sending this email to many other candidates as well -- sorry about that -- but we are looking for the best person for the job.

Are you still looking for a job and available to work?

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Thanks!

Brent Gray
Workman Success Systems

Email #2: Just following up

Hi again ,

Thanks for telling me more about you, your family, and your past work. Now I'd like to know more about your technology capabilities and skills.

What common software applications have you used? And on a scale of 1-5 tell me how proficient you are at each, with 1 being 'barely proficient' and 5 being 'extremely proficient'. Please include Excel as one of your applications, even if you would rate yourself with a 1.

What kind of computer do you have? Are you able to work from home or do you plan to go to an Internet cafe or other location? If you will be working from home, how fast is your Internet connection?

Thanks again!

Brent Gray
Workman Success Systems

Email #3: Just following up
Hi again ,

I appreciate that you are replying to my emails; it may seem like a lot, but it is an important part of the interview process. I have two small tasks for you in this email:

1. Please take a look at this spreadsheet:
https://docs.google.com/spreadsheets/d/1313NuzKe7MnDvg9SmHENpwH9b-EnAG-sNVmXM1ZvKnw/edit?usp=sharing

There are several errors or inconsistencies in this spreadsheet:

- Make a copy of the sheet and save it to your own Google Drive
- Rename the new copy with your name

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- Fix whatever errors you can find (some are minor formatting inconsistencies; some are significant mistakes)
- Reply to this email and include a link to your corrected copy of the spreadsheet.

2. Please take a moment to learn a little bit more about our company here: www.WorkmanSuccess.com and then, in your own words, write a short one paragraph summary about the main thing you think our company does.

Please only send one email for the above tasks.

If you have any questions, feel free to ask.

Thanks again!

Brent Gray
Workman Success Systems
www.WorkmanSuccess.com

Email #4: Final Email

Hi again ,

Well, you've made it this far, good for you. Thanks for hanging in there as we work through the various stages of the interview process. We have just two more requests for you, the first of which goes to the heart of what is involved with this position:

1) Follow this link https://workmansuccess.com/webinars and click 'The Ten Commitments of a Winning Team' with Mark Eaton
2) As you are watching, for the first 30 minutes please take high-level minutes of what you hear and learn
3) Please send your notes from the webinar as a reply to this email within 2 days of receiving this assignment

And lastly, please provide a response to this question: ***Why should we hire you?*** (Not looking for a list of your experience, I already have that.)

If you have any questions, please let us know.

Thank you!

Brent Gray
Workman Success Systems

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www.WorkmanSuccess.com

Email #5: You have made to the live interview stage

Congratulations, _____, you have made it through our email interview process to the “live” interview stage! It might interest you to know that we received over 200 applications, many of which were very qualified for the position. We are going to have a very hard time choosing from the final 10 or so individuals that are just as qualified as you.

Please know that *we know* you can do this job! If we do not choose you, we will certainly hold on to your contact information and reach out to you again if anything else is available with our company. We wish we could hire everyone, but for now, there is just one position available.

The next step is a Zoom interview with our VA Trainer, Grace Lopena, who, like you, is also Filipino. If you pass that interview, you will have a final Zoom interview with me. I am the Chief Operating Officer here at Workman Success Systems and in charge of our VA program.

Grace will be reaching out to you via email soon to schedule a Zoom call with you.

Warmly,

Brent Gray
Chief Operating Officer
Workman Success Systems
www.WorkmanSuccess.com

POST INTERVIEW EMAILS:

Email when interviewed, but not hired, but we are still interested

Hi ____,

I wanted to follow up with you and let you know how much we enjoyed getting to know you. You are clearly a talented individual with some very good skills.

Unfortunately, you were not selected for the position at this time. But it’s not because we don’t think you can do the job, on the contrary, we believe you *can*, which is why we would like to keep in touch with you over the next few weeks. We will be hiring more VAs in June and if you are still looking for a position towards the end of May, there is a very good chance we will want

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to speak with you again then. (And you won't have to go through the whole interview process again!)

In the meantime, we wish you the best in all you do.

Warmly,

Rejection Email

Hi ,

Thank you for going through the email interview process with us. Surprisingly, we received over 200 applications and have now narrowed them down to a final few. Unfortunately, you were not selected as one of the final applicants. Rest assured, however, that we will keep track of your contact information and if future opportunities open up that would be a fit for you, we will be sure to contact you.

Thank you again for all your participation and interaction with us, we wish you all the best in searching for a position.

Regards,

Brent Gray

Good Prospects that Finished Email #4

Excellent work, ___, watch for a final email in the next day or two, and then we will be conducting live interviews via Zoom.

- Brent

Hi ,

I could not access your spreadsheet without permission. You need to change the sharing setting to *"Anyone on the internet with this link can edit"* – it's one of the share options.

Thanks!

- Brent

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READY TO HIRE EMAILS:

Hi ,

It's Brent with Workman Success Systems. Grace said that she had a great interview with you—good job! I would like to hold one final Zoom interview with you as soon as possible; it will be for no more than 20-25 minutes.

Please click the link below and pick a time that will work for you. I realize that because I am in the U.S. and you are in the Philippines, the available times may be in the evening, late at night or even early in the morning for you, sorry about that. If you cannot find a time that works for you, please email me and we'll figure something out.

https://app.acuityscheduling.com/schedule.php?owner=15491575&appointmentType=21935191

Thank you, I look forward to speaking with you.

Brent

HIRED EMAILS:

Offer Letter and Employment Agreement - Workman Success Systems

Dear _____,

It is our pleasure to extend to you an offer of employment with Workman Success Systems (WSS). We are impressed with your experience, skills and your personality and are confident you will make a great addition to the Workman Success Team. We would like to formally engage you as a **Virtual Administrative Assistant** to provide services on behalf of WSS and its real estate coaches. This Offer Letter email will summarize a few of the key terms of this engagement, but the actual details are outlined in the attached Service Provider Agreement.

You are being engaged as a "contract employee" for this position. It is expected to be a **full-time position**, 40 hours a week, but the total time commitment required will fluctuate at times. With the exception of the first 4 weeks, during which you will be trained, we will guarantee (and pay you) for a minimum of **60 hours per two-week period**, regardless whether you actually work that many hours. As mentioned above, during your first 4 weeks of employment we will be training you

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and you will work and be paid for only **20 hours per week**. Also, the first 60 days will be a trial period, during which time we will determine whether you are a fit for the position. Assuming your performance is satisfactory, your employment at WSS is expected to be a long-term engagement.

Because you will be working for U.S. clients, your typical work schedule will be **Tuesday through Saturday, Filipino Time,** with the actual start and end times being flexible. (For the most part, you will be able to work during regular daytime hours, Filipino Time.) Your primary duties will be to assist two or more of our coaches with any administrative duties needed. You will be expected to meet with your assigned coach(es) via Zoom at least once a week, which sometimes may be very early in the morning or very late at night, your time.

You will be paid an hourly wage of **$5.00 USD per hour**. You will be paid **weekly** during the first 4 weeks of employment and then **bi-weekly** thereafter. Payday will be the Wednesday (in the U.S.) following the end of the payroll period and payments will be made to you via EasyPay.

After you have worked for WSS for 90 days, you will be allotted **5 days of Paid Time Off (PTO)** per calendar year (prorated for partial years.) These days can be used at your discretion for sick, vacation or personal days. You will also be paid for **8 U.S. holidays** per calendar year. (In general, you will need to follow the U.S. Holiday calendar, which means you will probably need to work most Filipino national holidays.)

You will be expected to track your hours with specific details on projects you are working on and email a summary of your work to designated supervisors and coaches at the close of ***each business day***. You will also track your productivity with the Timeproof app.

If you wish to accept this offer of employment, please fill in today's date and your name in the first paragraph of the attached agreement and then sign and return the agreement to me within **two business days**. In the meantime, please feel free to contact me via email should you have any questions.

We are all looking forward to having you be part of the Workman Success Team!

Brent

Email after they sign & return the agreement

Welcome to the Workman Success Systems Team!

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Hi _____,

Welcome to Workman Success Systems! We're very happy that you have chosen to join our team!

Attached is a countersigned copy of the Service Provider Agreement for your records. Grace will be in touch with you within the next few days to coordinate the timing of your first day and when your training will begin.

You will need to get set up with **EasyPay/Payoneer** right away so we can pay you. If you already know how to do that, go ahead and get set up. If you do not, please reach out to Grace and she will help you. We will also be setting you up with an email account and other tools that you will need to do your job, so watch for notification emails about that.

If you have any questions, Grace is the best person for you to talk to, but you are also welcome to email me anytime.

We are looking forward to working with you!

Brent

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MY INTERVIEW QUESTIONS

- How are things going for you and your family with the pandemic?
- What were your impressions of Grace?
- Where did you learn to speak English so well?
- Are you employed now? Or ready to go to work?

- Explain to me the dynamics of employment in the Philippines? You are a capable, talented person. Are regular positions just not available in the Philippines -- or do you actually prefer to find a position with an overseas company like ours?
- With the past virtual assistant jobs you have had, were they regular full-time positions or more like “contract jobs” with a definitive start and end date?
- Do you feel like you have a pretty good understanding of what this job is all about?
- What is it about this particular job that is attractive to you?

- We are very serious about this position. We are a coaching company -- it is what we do, it is our primary product. We have over 50 coaches that work for our company and they are very important to us. So... the services you will provide for our coaches is very important. Do you understand that? Does that make sense? It’s why this interview process has been a fairly lengthy one.
- Tell me why you think you are the right person to fill such an important position in our company?
- Do you have any questions -- at all -- that you would like to ask me?

- Do you understand that the first 4 weeks are 20 hours per week, not 40?
- Are you OK with the somewhat inconsistent work schedule Grace explained to you?
    - Do you have any questions about that?
    - If you had to work 50 hours in one week, would that work OK for you?
    - Are you OK working on Saturdays?
- Pay is weekly for the first couple of months - then bi-weekly
- Are you up for a challenge?
- Can you start next Monday?

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LIST OF QUESTIONS:

- Where are you in the Philippines? (City)
- How are the power outages there?
- Do you currently have a job? If yes, with whom?
    - How many hours do you work for them?
    - How long have you been with them?
    - What do you do for them?
- Will you be able to work full time? (or part-time if that's what you want...I always hire full-time if possible)
- How much are you looking to make?
- Do you have your own computer?
- Did you write that last response to me yourself? Did someone help you with it?
- When could you start?
- How fast is your internet connection?
- What XYZ experience do you have?
- Can you send me some references to XYZ work you've done?
- How much money are you looking to make?
- Have you worked for foreign employers before?
- How long have you been doing (state type of work you're hiring for) work?
- Please send me a link to your onlinejobs.ph profile. Please write a paragraph of why I should hire you. Don't send a list of your experience; describe it to me.
- How fast is your internet connection?
- Will you work from home or from an Internet café?
- Will you attach a picture of a pink cadillac to your reply? (Ok, I don't like this one...but I usually do it. See below for why.)
- What are your long-term career goals
- If you could choose a new skill or topic to learn more about, what would it be and why?
- What is your current availability? Have you worked with people in multiple time zones before?
- Do you own your own computer and have Internet access? If you have access, how fast is your connection?
- Are you able to work from home or do you plan to go to an Internet cafe or other location?
- Do you have any questions for me? About the position? Skills, pay, hours? Or about me or our company?
- Please write a paragraph of why we should hire you. Don't send a list of your experience; describe it to me.

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OUR JOB POST:

WAGE RATE

$5/hour (Approx $800/month USD or Php 39,000)

ID PROOF

70

Administrative Assistant

We are a leading real estate coaching company in the U.S. seeking an experienced Administrative Assistant to assist our coaches with their real estate agent clients. This is a FULL-TIME, long-term position; you will be an important part of our team.

*** PLEASE READ THE DETAILS CAREFULLY ***

REQUIRED SKILLS:

- Strong English communication skills, both written and verbal
- Excellent project and time management skills
- Able to pay close attention to detail
- Experience with Excel (or Google Sheets) is a must
- Previous experience as an administrative assistant required
- Experience in real estate is very helpful, but not required

QUALITIES NEEDED TO BE SUCCESSFUL:

- A strong desire to learn and follow directions
- Great attitude and a strong work ethic
- Integrity and honesty with self and other team members
- Commitment to a long term relationship

SPECIFIC RESPONSIBILITIES:

- Maintain calendars and client rosters
- Listen to coach calls and takes notes on critical items discussed
- Respond to client emails
- Track and update client assignments in Google Sheets
- Monitor clients' Google Workspace (Gmail, Google Calendar, Google Drive)

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- Perform other tasks that may be assigned from time to time

MORE JOB INFORMATION:

- **Wage:** $5/hour USD (Approx. $800/month or Php 39,000/month)
- **Job Type:** Full-time/permanent, 40 hours per week (20 hours per week for the first 30 days of training, then 40 hours thereafter)
- **Location:** Work from home
- **Work Schedule:** M-F, 8 hours a day on YOUR schedule, weekends off
- **Payment Method:** EasyPay
- **Pay Frequency:** Weekly for first 4 weeks, then bi-weekly thereafter
- **Technology Requirements:** Computer, fast Internet connection, & camera/microphone (for virtual meetings)

You will be required to complete a couple of tests for the interview. You are allowed to use Google or anything on the Internet to complete the tasks. We do not expect perfection, but you must have a willingness to learn and figure out basic tasks.

We are not just looking for someone to fill a vacant virtual assistant position, we are looking for the RIGHT person to fill a very important role in our company. As you consider the above description, we welcome any questions you may have about the position or our team. When you apply, please include the words “purple kangaroo” in the first line of your cover letter, so that we know you read all of this information.

To apply, please submit your application, INCLUDING cover letter AND resume, here on onlinejobs.ph

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INTRODUCTION TO COACHES EMAIL:

Hi Coaches!

The first phase of the new **Virtual Assistance for Coaches** program is well underway with the first seven coaches. And so far, so good! We have now hired the next round of Filipino VAs and you are next in line to receive a VA!

The attached document will provide you with three important things that you need to know:

1) A **General Overview** of the program itself
2) The **Included Services** that your VA will be able to provide for you
3) A **Launch Timeline** of when things are going to happen

We are confident that you will love the program and find great time-saving value with it that will allow you to coach even more clients. Of course, the program is still in its infancy and we are still figuring out some of the details, so please be patient with us (and your VA) as we continue to tweak the program.

Please review the attached doc and get back to me with any questions that you may have. And remember, this is a completely optional program—if, for whatever reason, you would prefer ***not*** to be assigned a VA at this time, that's not a problem, just let me know and we won't assign you a coach for now.

Warm Regards,

Brent

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VIRTUAL ASSISTANCE FOR COACHES
PROGRAM INTRODUCTION

PURPOSE:

To allow coaches to be able to take on more clients by providing a trained virtual assistant to help them with a variety of otherwise time-consuming administrative tasks.

GENERAL OVERVIEW:

- The program is modeled after Kaprice Gunn's successful implementation of a very similar program with her clients. *(Thank you very much for your help, Kaprice!)*
- The program is available at no charge to all coaches with 10 or more clients.
- All of our VAs reside in the Philippines. (We are *very* pleased with the experience, skills, personality and integrity of every Filipino VA we are hiring.)
- VAs will be trained to provide a specific list of administrative services for the coach (see "Included Services" below). We welcome your feedback on other responsibilities that could/should be added to the list.
- Each full-time VA will be able to assist with approximately 35-40 clients, so generally, will work with 2-3 coaches, depending on the number of clients they have. (This is an estimate based on Kaprice's experience and may change if we discover that the actual commitment required to provide the Included Services is more or less time-consuming than we anticipated.)
- Coaches are not required to utilize the VA for all of the Included Services, but should not expect the VA to provide other services not listed in the Included Services.
- The time required to train a new VA is 4 weeks. Coaches and VAs will be introduced to each other in approximately the third week.
- Our VA trainer/manager is Grace Lopena, who is Kaprice's VA. Grace has been providing the Included Services for Kaprice for over a year and is very experienced. She is a great trainer and will also provide ongoing support to the VAs after they are trained.
- VAs are hired to be full-time employees and as such, will be available to work for up to 40 hours per week. They will work regular daytime hours, Filipino time, not U.S. time, so

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they will be working while you are sleeping. However, they will adjust their schedule to accommodate a weekly meeting with you at a time that works for you. (For example, Kaprice meets with Grace once a week at 5:00 PM Mountain Time.) The VAs will work Tuesday through Saturday (in the Filipino Time Zone), which is Monday through Friday in the U.S.

- VAs will be allowed 8 paid U.S. holidays per year as follows: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving Day, Christmas Day, the day after Christmas Day. After 90 days they will also be allotted 5 days of Paid Time Off (PTO) per year to use for sick time, vacation or personal days.
- WSS will do all of the time tracking and compensating of the VAs.

INCLUDED SERVICES:

- Monitor Coach's calendar and prep for Coach calls and/or meetings
- Review Coach's calendar for tomorrow and enter Coaching Notes Templates into WB
- Use Coach Notes Template to take notes on all Coach calls
- Track all Coach promises made on Coach Calls
- Maintain VA timesheet and email a daily list of tasks completed to the Coach
- Execute Client Care Agile priorities and other tasks
- Add/create assignments for Coach and client in Workbench
- Maintain Coach Call roster
- Maintain Coach Client roster
- Deliver on Coach promises when possible (or remind Coach)
- Respond to client emails, file/organize emails
- Track and update Client Care Agile with status/progress
- Monitor Client Care GSuite: Email, Calendar, Drive
- Manage/organize Coach's emails/files
- Assist in onboarding new coaching clients
- Maintain content library (deliverable promises)
- Assist with Coach's own project backlog
- Audit number of coaching calls (make sure Coach has two calls per client per month)
- Identify winning areas to compliment clients on based on production, points, on-track reports, etc.
- Help Coach's clients on miscellaneous items (e.g. creating a poster in Canva)
- Come up with social media content, create it through Canva, and post it on Coach's Facebook group
- Create support tickets (for WSS Client Support Team) when there is a problem with a client's Lead Trackers or Transaction Trackers
- Assist with the 30-60-90 Plan for Client Care Coordinator
- Report to the Coach weekly on Knowledge, Attitude, Skills & Habits

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LAUNCH TIMELINE

- The next group of VAs have already been hired
- June 1st - Training of VAs starts
- Week of June 14th - Coach is introduced to their VA
- June 25th - VA Training ends
- June 28th - VAs begin providing services for the Coach

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COACH LAUNCH EMAIL #1:

VA for Coaches Program -- It's almost launch time!

Hi Emily, Ascanio and Chris,

We are wrapping up the final week of training with your VA and she will be available to officially begin providing services on your behalf next week!

Your new VA is **Sheena Cabahit** and I am confident you are going to really enjoy working with her. Sheena is 36 years old and lives with her husband and their six adopted cats in Manila in the Philippines. I am attaching her resume, so you can get to know her a little bit better.

One of the first things we would like to do is schedule a short **30-minute Meet & Greet** Zoom call with you and Sheena so that you can meet each other in person -- well *sort of* in person. Because of the dramatic difference in time zones, we have somewhat limited time slots available that will work for both you and your VA. Please see the chart below. We can do the call during any of the light green time slots, including on Saturday or Sunday, if that works better for you. Please reply to this email with ***two dates and time slots in your time zone*** that will work for you in the next 3-5 days, and our VA Trainer, Grace Lopena, will send you a Zoom invite for that date and time. After we hear back from you, I will be sending some more information in preparation for the call.

Thank you!

- Brent

Philippines	Pacific	Mountain	Central	Eastern
7:00: PM	4:00: AM	5:00: AM	6:00: AM	7:00: AM
8:00: PM	5:00: AM	6:00: AM	7:00: AM	8:00: AM
9:00: PM	6:00: AM	7:00: AM	8:00: AM	9:00: AM
10:00: PM	7:00: AM	8:00: AM	9:00: AM	10:00: AM
11:00: PM	8:00: AM	9:00: AM	10:00: AM	11:00: AM
12:00: AM	9:00: AM	10:00: AM	11:00: AM	12:00: PM
1:00: AM	10:00: AM	11:00: AM	12:00: PM	1:00: PM
2:00: AM	11:00: AM	12:00: PM	1:00: PM	2:00: PM
3:00: AM	12:00: PM	1:00: PM	2:00: PM	3:00: PM
4:00: AM	1:00: PM	2:00: PM	3:00: PM	4:00: PM
5:00: AM	2:00: PM	3:00: PM	4:00: PM	5:00: PM
6:00: AM	3:00: PM	4:00: PM	5:00: PM	6:00: PM

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7:00: AM	4:00: PM	5:00: PM	6:00: PM	7:00: PM
8:00: AM	5:00: PM	6:00: PM	7:00: PM	8:00: PM
9:00: AM	6:00: PM	7:00: PM	8:00: PM	9:00: PM
10:00: AM	7:00: PM	8:00: PM	9:00: PM	10:00: PM
11:00: AM	8:00: PM	9:00: PM	10:00: PM	11:00: PM
12:00: PM	9:00: PM	10:00: PM	11:00: PM	12:00: AM
1:00: PM	10:00: PM	11:00: PM	12:00: AM	1:00: AM

COACH LAUNCH EMAIL #2:

VA Meet and Greet Follow-Up

Hi _____,

Thank you for suggesting some times that will work for you for a Meet & Greet. Grace will be sending you a Zoom invite for the call soon. (Keep in mind she is also in the Philippines, so she will probably respond late tonight your time.)

Attached is a document called “Working with a Filipino VA” that Grace put together that will be helpful to you as you prepare to start working with an overseas administrative assistant. As you have (hopefully) heard me say a couple of times on the Coaching Calls, Grace has been Kaprice Gunn’s VA for more than a year and she really knows what she is doing! She will continue to work with the new VAs even after they start working for you, which means she will be a great resource to you when you have questions or challenges working with your VA.

Also, you received this previously, but I am including below, the list of tasks that your VA is going to be able to provide for you. It will be a good reference for you as you start working with your VA. As always, if you have any questions or feedback or ideas, we welcome them!

Thanks!

- Brent

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SERVICES INCLUDED:

	FREQUENCY	URGENCY
Monitor Coach's calendar and prep for Coach calls and/or meetings	Daily	Urgent
Review Coach's calendar for tomorrow and enter Coaching Notes Templates into WB	Daily	Urgent
Use Coach Notes Template to take notes on all Coach calls	Daily	Urgent
Track all Coach promises made on Coach Calls	Daily	Urgent
Maintain VA timesheet and email a daily list of tasks completed to the Coach	Daily	Urgent
Execute Client Care Agile priorities and other tasks	Daily	Urgent
Add/create assignments for Coach and client in Workbench	Daily	Urgent
Maintain Coach Call roster	Weekly	Important
Maintain Coach Client roster	Monthly	Important
Deliver on Coach promises when possible (or remind Coach)	Weekly	Important
Respond to client emails, file/organize emails	Daily	Important
Track and update Client Care Agile with status/progress	Weekly	Important
Monitor Client Care GSuite: Email, Calendar, Drive	Daily	Important
Manage/organize Coach's emails/files	Weekly	Important
Onboard new coaching clients	As Needed	Important
Maintain content library (deliverable promises)	Weekly	Important
Assist with Coach's own project backlog	Weekly	Important
Audit number of coaching calls (make sure Coach has 2 calls per client per month)	Monthly	Important
Identify winning areas we can compliment clients on when we get to the session (production, points, on-track reports, etc.)	Fortnightly	Important
Help Coach's clients on miscellaneous items (ex. create a poster in Canva)	As Needed	Important
Come up with social media content, create it through Canva, and post it on Coach's Facebook group	Weekly	Important
Create support tickets for Client Support when there is a problem with a client's Lead Tracker	As Needed	Important
30-60-90 Plan for Client Care Coordinator	Monthly	Important
Report to Coach weekly on Knowledge, Attitude, Skills and Habits	Weekly	Important

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SURVEY OF COACHES AFTER TWO MONTHS:

Hi _____,

Hope you are having a nice week so far!

_____ has now completed her 2nd month with Workman and I would like to ask for feedback regarding her performance. Kindly rate the following questions and provide comments below :

RATING:

- Exceeds Expectations (4)
- Meets Expectations (3)
- Needs Improvement (2)
- Unacceptable (1)

1) How is the VA's **Quality of Work**? *(Work is completed accurately (few or no errors), efficiently and within deadlines with minimal supervision.)*

2) How are the VA's **Communication Skills**? *(Written and oral communications are clear, organized, and effective; listens and comprehends well.)*

3) Does the VA demonstrate **Reliability/Dependability**? *(Consistently performs at a high level; manages time and workload effectively to meet responsibilities.)*

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