



CosmicXpress Virtual Secretarial Services

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Virtual Service with a Smile

What is a Virtual Assistant?

Have you ever wondered exactly what it is that a Virtual Assistant does and how they could help you?

A Virtual Assistant is a professional service provider who specializes in providing remote administrative office support as an independent contractor who works with clients in an ongoing, collaborative professional relationship.

VA's work from their own office and use today's technology to delivery their services and communicate with clients.

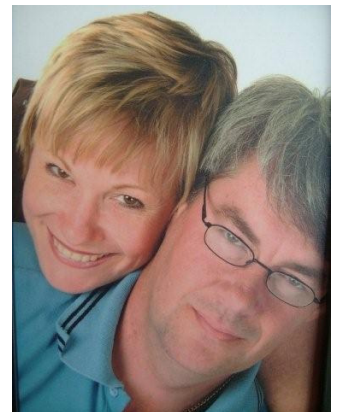
The support offered is mainly administrative, secretarial and clerical, but at CosmicXpress we offer Life Management and IT Services for your convenience. By using a VA you

can save yourself the extra costs associated with a permanent employee—Tax, NI, Holiday pay, Maternity pay and sickness cover. Not to mention the extra costs of setting up telephone lines, office space, computer and internet, lighting, heating, power and your time in management of an extra person in your office.



About Nicole:

- Nicole has over 20 years experience in the market place.
- Nicole has worked for top International Blue Chip company Directors
- Nicole has Legal experience
- Nicole has Travel experience
- Nicole has Event experience
- Nicole has General Office experience and much more...
- Nicole is also a mum to 3 busy children
- Nicole works with her husband, Vance who handles the IT side of the business



Who is CosmicXpress Virtual Secretarial Services

CosmicXpress is owned and run by myself, Nicole Sterley. I have over 20 years of office, secretarial and travel experience to draw from.

I work together with my husband, Vance Sterley,

and together we provide a wide selection of services—both personal and business related—to help you to streamline your life and grow your business.

Vance concentrates on the IT side of things, provid

ing a website design and development service with a personal touch, while my baby is the secretarial and admin side of things.

For more details please see my website.

www.cosmicxpress.co.uk



Services we offer :

CosmicXpress offers a comprehensive range of services including but not limited to:

PA Services—Diary and Email Management, General Administration, To Do List, Travel Arrangements.

Office Services—Audio Typing, Copy Typing, Transcription, Resume/CV Creation, Data Input, Mail/Email Shots, Excel, PowerPoint, Word, Laminating, Copying, PDF Creation ...

Event Management—Meeting Arrangement, Venue Finding, Wedding Organisation, Seminars, Conferences, Entertainment, Exhibitions, Training, Team Building, Black Tie, Fun Days, Theme Nights, Christmas Parties, etc



No job is too small for us—give us a call for a quotation.

IT Services— Website design, development and implementation, Hosting, Testing, Upgrades and Re-design. Research, Company Information, Best Deals and Sourcing of Items.

DTP and Print Management— Design and Publish—Newsletters, Business Cards, Flyers, Leaflets, Posters, Menus, Invitations, Printing arrangements.

Finance—Bills, Invoices, Chase late payments, Take orders, Process Orders, Deals with Enquiries.

The VA Code of Ethics

As with all Professions, Virtual Assistants must comply with certain obligations and responsibilities in order to be taken seriously by clients and peers alike.

Yes, we have a Code of Ethics which I have posted onto my blog—go ahead, have a look - <http://cosmicpressservices.wordpress.com/2009/03/21/the-ethics-of-a-virtual-assistant/> (if you copy and past this URL make sure to take out any spaces)

The Code of Ethics which I am referring to are taken from the Chamber of Commerce (with permission) and these are standards that they expect from all their members. These standards ensure that all Virtual Assistance strive for the highest ideals of honour and dignity that they can.

Below is the Virtual Assistant Code of Ethics and Excellence that I aspire to. They stand for the highest ideals of honour and dignity within the VA industry. I undertake to do my best to uphold these ethics and always to do my best for you.

To My Clients, I promise that...

- I will accurately represent what my practice is capable of in all marketing, advertising and promotional materials.
- I will accurately represent my skills, recognizing my limitations and only offering professional services that I feel competent to provide.
- I will inform prospective clients of any conditions that I am aware of that could limit my effectiveness.
- I will place each client's best interest first and foremost, making reasonably certain that I have the necessary skills and resources to provide the support needed before entering into a client relationship.
- I will clearly communicate the terms and conditions of any client relationship, identifying the responsibilities of all parties, and documenting these provisions in a signed agreement.

"The Virtual Assistant Code of Ethics and Excellence that I aspire to."



- I will honour my contracts, agreements and commitments.
- I will only make commitments that are within my power and abilities to deliver.
- I will accept responsibility for all work I do, admit mistakes and do whatever is possible to rectify any problems that arise.
- I will maintain the highest level of professionalism, and refrain from misrepresenting any authority entrusted to me.
- I will maintain accurate and sufficient records of all client work.



Cont. - The VA Code of Ethics

- I will safeguard and protect all private and confidential information entrusted to me or obtained in the course of any working relationship.
- I will not release any client information without prior consent or unless given instruction or permission by client to do so on his or her behalf.
- I will ensure that electronic and hardcopy record disposal is handled in a confidential and secure manner.
- I will serve as an effective professional representative of my clients when asked to do so, and do everything within my power to protect the interest of my clients at all times.

Watch out for next months issue for the next part of The Code of Ethics—

To My Colleagues,
I promise that...

“To my Colleagues, I promise that...”

Watch out for next months issue



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When you need a spare pair of hands...

We are on the Web!
www.cosmicpress.co.uk

News Flash!!

We have many exciting and varied ideas for future issues of our Newsletter so please **DO NOT** unsubscribe.

1. If you would like to find out more about our **Link Referral Scheme** where you can receive an **HOURS worth of FREE WORK**** for a referral from your website, please contact us for further details.
2. We are also looking for businesses who would be interested in being featured in our Newsletter—please get in touch if you would like to feature here.
3. Next Month : **Telephone Answering Service** and more ...

If you would prefer not to receive this news letter in future, please send an email to cosmicpress@btconnect.com with the heading 'Newsletter Unsubscribe'.

**Please note that this offer only applies to certain skills/tasks and is at the discretion of CosmicXpress staff.



UK
Association of
Virtual

Alliance of UK Virtual Assistants

