



CLIENT WELCOME PACK

808 TALENT SOURCE
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WELCOME TO 808 TALENT SOURCE

Welcome to the 808 Talent Source, LLC family! We are excited about this partnership, and I wanted to take a moment to personally thank you for choosing us as your Virtual Assistant Staffing provider.

We look forward to building a meaningful relationship with you and your business and appreciate the opportunity to offer you the best Virtual Assistant support available. 808 Talent Source is poised to provide you with the support and guidance required for all your business's administrative (non-technical) and technical needs and be your trusted source as our partnership evolves.

Our onboarding team will be in touch shortly, but in the meantime, please review your welcome packet, which will aid with the transition and help you ramp up for success. Please find the following items attached:

- About 808 Talent Source
- Summary of Services
- Meet the Team
- Onboarding Timeline
- Communication
- Task Assessment
- Managing Your Virtual Assistant
- Tools and Resources
- FAQ
- Next Steps
- Stay Connected

One of our core values at 808 Talent Source is to focus on Customer Service first. This translates into world-class service and support for you, our customers, so you can be focused on your business needs and goals.

If you have any questions or comments about our service, please do not hesitate to contact us at any time



TRACY V. ALLEN

Founder | Chief Executive Office

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Follow Us: @808talentsource



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ABOUT 808 TALENT SOURCE

808 Talent Source, LLC is a social enterprise offering virtual staffing and recruiting. We provide non-technical and technical services to nonprofits, social enterprises, social entrepreneurs, and corporations with tailored business management and support services along with structured systems and processes that allow our clients to focus on revenue-generating activities, growth, and expansion of their business/organization, giving them time to enjoy their life and pursue other passions.

Founded in 2021 by Tracy V. Allen, 808 Talent Source services hundreds of clients across various industries.

Our team of talented Virtual Assistants genuinely cares about the connections we create with our clientele and understands that their responsiveness and accuracy in completing their assigned tasks are pivotal to your success and theirs.

Our goal is to not only to help you streamline your systems and processes to get more done but to show you how the right Virtual Assistant can become an organizational asset that can drive your business's success.

In addition, to support from your Virtual Assistant, you will have complete access to our Customer Care Specialist to assist you if a problem arises with your Virtual Assistant.

We have been growing almost exclusively through client referrals, and our resolute focus on our core values:

- Client Satisfaction
- Reliability
- Integrity
- Cost-Efficiency
- Dedicated Support Team



SUMMARY OF SERVICES

We offer qualified and experienced Virtual Assistants with educational levels ranging from High School diplomas to master's degrees. Most of our Virtual Assistants have 3-5 years of VA work experience or have a Certification of completion from a VA Training School. Master's degree

The services we offer are endless, and we can create custom packages to suit your specific business needs.

If you require project-based pricing, that can be discussed on an as-needed basis and priced based on the estimated time for completion and the project's complexity. Examples of projects: website design/development, coding, bookkeeping/accounting, graphic design (only), etc. Note that most of these falls under technical services and are not done by a General VA or an Executive VA.

Here are some of the Services we offer:

- Social Media Marketing VA
- Insurance Agent VA
- Transcription VA
- Customer Service VA
- Telemarketing VA
- Bookkeeping/Accounting VA
- Real Estate VA
- Lead Generation VA
- Website/SEO/AdWords VA
- Chat Support VA
- Human Resources VA
- Executive Administration VA
- LinkedIn Marketing VA
- Blogger/Content Writer VA
- Graphic Designers
- Web Developer/Designer
- Coders
- Researchers
- Technical Business Writers
- Amazon VA
- Drop shipping VA
- Editors Audio & Video
- Product Sourcing Specialist
- Call Center Staffing
- Social Impact Business VA
- General Administrative VA



MEET THE TEAM!

808 Talent Source, LLC was founded on the principle of helping others grow both personally and professionally, and that culture remains in place and is practiced daily. Our main products are our staff and clients!

Below are brief descriptions of our key client-care positions, all of whom are committed to our customer's long-term success.

- **Chief Executive Officer:** Tracy V. Allen
- **Operations Manager:** Precilla (Winx) Uy
- **Social Media Manager:** An'ya Graham
- **Customer Care Specialist** – V. Ryan

CLIENT ONBOARDING TIMELINE - WHAT YOU CAN EXPECT

At 808 Talent Source, we are committed to client satisfaction, so we have developed a system to keep everyone in the know and on track. This process is in business days.

Day 1 - Choose Your Package

Choose your package and make payment.

Day 1-2 - Complete Your [Client VA Needs Assessment](#)

Here you will give us your wish list of tasks you would like to outsource.

Day 3-4 – Assessing your List

Our team members will assess your list to start the SIBVA curation process.

Day 5-6 - Get Matched | Initiating Program

We'll match you with one of our SIBVA and set up a Zoom meeting so you can get to know each other. We will work with you through the onboarding process to make sure you understand how to manage and maximize your SIBVA.

Day 7 - Start Delegating

Start giving your SIBVA work to do on behalf of your organization.



COMMUNICATION

HOW WE WORK

All calls and e-mails will be returned within 24 hours during business days (Monday – Friday). We go the extra mile:

- To make clients happy.
- Respond to e-mail and phone messages promptly.
- Follow up with clients to ask for feedback.
- Make recommendations and offer solutions.

HOURS OF OPERATIONS

Our regular office hours are Mondays thru Fridays, 8:00 a.m. – 5:00 p.m. (EST)

HOLIDAYS

We observe the following Federal and State Holidays:

- New Year's Eve
- Christmas Eve
- New Years Day
- Christmas Day
- Washington's Birthday
- Martin Luther King, Jr. Birthday
- Juneteenth
- Memorial Day
- Labor Day
- Independence Day
- All Saints Day
- Columbus Day
- Thanksgiving Day
- Veteran's Day

Please note that these are only the American holidays that the company observes. The Philippines has a few major holidays of their own, which we will inform you of in advance.

RUSH PROJECTS

Time and patience are needed to do a job to perfection, but we understand that sometimes things happen, and you need things done in a more compact timeframe. We can do this for you if you are willing to pay a little extra. This surcharge ranges from 25%-50% if you want it in half the time or a quarter of the time it would typically take. E.g., a website may take 14-days to make, but you want it in 7-day – there will be a 50% markup on the cost of the website. So, if we usually charge \$500.00, you will need to pay \$1,000.00.



COMMUNICATION

REFERRALS

Referrals are our favorite way to acquire new business as well as gain valuable new contacts that we would like to meet and serve. So, if you know anyone who will benefit from utilizing our services, go to the website, <https://www.808talentsource.com/about>, and sign up to join our Affiliate Program and refer them to us to start earning. If you know of anyone who can benefit from our services, you can earn valuable service or reward credits of \$50.00 for each referral you send our way. Not only that, but your referral will receive a special certificate for 10% off their first project with us. Once your referral balance gets to \$100.00, you will be paid or once per quarter if it never gets to \$100.00.

CONFIDENTIALITY

We adhere to a strict confidentiality code, and no information will be divulged to any third-party sources except for your Assigned Virtual Assistant. All information shared between the Company and your Assigned Virtual Assistant will be kept in the strictest confidence. We take security very seriously. We recommend using LastPass to share your password and never give your VA direct access unless necessary. All of our Virtual Assistants are required to always keep malware protection on their computers. No other VA except for the one Assigned to you will ever work on your task without your knowledge and consent.

You can find out more about our confidentiality policy and other pertinent information in regards to doing business with us by reading these documents:

- [Terms of Service](#)
- [Refund Policy](#)
- [Terms and Conditions](#)
- [Privacy Policy](#)



TASK ASSESSMENT

We find that some business owners are unsure what task they should assign to their Assigned Virtual Assistant (AVA). We also find that some are unsure if they have enough work for an AVA to fill up the time or if a specific task is in the AVA’s wheelhouse. So, we came up with a Task Assessment Tool to help you figure out what to assign to your AVA.

Please make sure to complete this assessment before you meet with the Client Care Specialist or Operations Manager.

This part of the document is fillable, so just start typing.

1. List all of the tasks that you are currently doing in your business.

2. List the task that only you alone can do because it is specific to your craft. (E.g., If you are a business consultant, you or another business consultant should be talking to a client about social media strategies or scaling their business, not the Assigned Virtual Assistant unless that AVA was hired for that specific purpose and has the skillset and degree to perform that task.)

TASK ASSESSMENT

3. What do you want to stop doing?

4. What aren't you currently doing but would like to do or needs to be done but isn't being done because you do not have the time or knowledge to do it?

5. What task do you want your Assigned Virtual Assistant to do?

TASK ASSESSMENT

6. Categorize the task that needs to be done. Check out the website for the categories.
7. How many hours do you think each task will take? Try doing it yourself.
8. Do you need more than one AVA based on the tasks and the categories they fall in?
9. List how each of the tasks that you AVA will be doing needs to be done. E.g., Daily, Weekly, Bi-weekly, Monthly, Quarterly, Etc. Be mindful of the number of hours you are working within your package. Also, list what the expected deliverable is for each task.

GENERAL VIRTUAL ASSISTANT			
TASKS	FREQUENCY	HOURS	CATEGORY

TECHNICAL VIRTUAL ASSISTANT			
TASKS	FREQUENCY	HOURS	CATEGORY

NICHE VIRTUAL ASSISTANT			
TASKS	FREQUENCY	HOURS	CATEGORY

10. Do you need an AVA for a specific task other than General Virtual Assistant Services?

MANAGING YOUR VIRTUAL ASSISTANT

Watch the following Training Videos:



**WHAT'S IT LIKE
WORKING WITH
A VIRTUAL
ASSISTANT?**

[CLICK HERE](#)



**HOW TO GET
STARTED
WORKING WITH
A VIRTUAL
ASSISTANT**

[CLICK HERE](#)

**CLICKUP
TUTORIAL**



[CLICK HERE](#)

**LASTPASS
TUTORIAL**



[CLICK HERE](#)

**SLACK
TUTORIAL**



[CLICK HERE](#)

**CANVA
TUTORIAL**



[CLICK HERE](#)

**GDRIVE
TUTORIAL**



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**JOTFORM
TUTORIAL**



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TOOL AND RESOURCES

Here are a few tools and resources that you should familiarize yourself with to make the Management of your Virtual Assistant Easier:

- [LastPass](#) - Saves your passwords and gives you secure access from every computer and mobile device. It allows you to share access without having to share your password.
- [Click Up](#) – A project management software that allows you to assign and track tasks that need to be done by your Assigned Virtual Assistant. Access to this software is provided with your package.
- [Google Doc/Drive](#) – You will need to either give your Assigned Virtual Assistant access to Google Drive to upload completed tasks or share their Company-assigned Google Drive with you to share the completed tasks.
- [Zoom](#) / [Google Meet](#) – For your weekly meeting with your Assigned Virtual Assistant.
- [Canva](#) – For creating graphics for your website or social media marketing and promotions.
- [Company Email](#) – If the Assigned Virtual Assistant is going to have to communicate with your clients on your behalf as part of their assigned duties, they should do so from your company email and not the 808 Talent Source Assigned email.
- [Hootsuite](#) / [Buffer](#) – Either of these apps is an excellent tool for your Virtual Assistant to use to get all your social media posts scheduled in advance.
- [JotForms](#) – The form creation app is an excellent way to collect client information and have the app organize it in a spreadsheet automatically that will allow you to keep accurate records. The forms can be used as a standalone system or integrated into your website.
- [Linktree](#) / [Campfire](#) – These apps are a great way to put one link on your social media platform and have sub-links to specific platforms, services, products, or programs at the fingertips of your target audience. It helps them quickly find what they are looking for and close the deal quickly.
- [Slack](#) / [WhatsApp](#) – These are excellent methods of communicating with your AVA so that the AVA does not have to pay any long-distance fees, and the apps are free to you as well.



FAQ

WHAT IS A VIRTUAL ASSISTANT?

A virtual assistant is someone who works remotely assists with administrative, business development, social media, marketing, or other tasks, freeing up time for small business owners, entrepreneurs, and managers. Virtual assistants may be US-based but may also be in another country.

WHAT SHOULD I KEEP IN MIND WHEN WORKING WITH A VIRTUAL ASSISTANT?

Your VA is not an entrepreneur or a consultant. A Virtual Assistant (General or Executive) is a secretary or administrative assistant who works virtually. Yes, your VA is expected to be resourceful and intuitive, but they cannot run your business for you. They can only do what is assigned and piggyback on their expertise to offer alternative solutions or ways to do something in their wheelhouse. Specific business processes like writing plans, grants, and strategies are not in their wheelhouse. They are also not fundraisers but can assist you in tasks surrounding fundraising.

WHAT ARE THEIR SPECIALTIES?

A Virtual Assistants skills level can range from general to specialized. Some of those specialties may range from bookkeeper, copywriter, coder, sales professional, or marketing consultant; these are considered technical skills because that is the VA's specialty.

I DO NOT NEED A CONSISTENT VIRTUAL ASSISTANT. CAN I JUST HIRE ONE FOR A PROJECT?

Yes, you can hire one of our Virtual Assistants to help you complete a project. That price will be different from having a consistent VA. Prices will be determined on a project-by-project basis to include the time and complexity of the project.

HOW DO I PAY MY ASSIGNED VIRTUAL ASSISTANT?

Your Assigned VA is not your employee, so you do not have to pay them. They are an employee of 88 Talent Source so that we will pay them directly. So, you pay us, and we pay them like any other Temp Agency.

You should never give your Assigned Virtual Assistant money directly. If you want to pay them a bonus, you will contact us, and we will invoice you for that bonus and make sure that the VA gets it. We will not take anything from it outside of processing fees.

CAN I TALK TO CLIENTS THE COMPANY HAS WORKED WITH PREVIOUSLY?

Fortunately for us, the clients are busy, successful business people who are satisfied with the work that their Assigned Virtual Assistants have delivered.

Unfortunately, that also means that they do not have the time to devote to answering questions from prospective clients. But, to find out what people who have used our services are saying, please visit the website and review the testimonials.

WHAT HAPPENS IF MY ASSIGNED VIRTUAL ASSISTANT IS NOT WORKING OUT FOR MY COMPANY?

If you are not satisfied with the level of work that your Assigned Virtual Assistant is delivering, please get in touch with your Assigned Customer Care Special to file a complaint, and we will find a more suitable replacement within 24-72 hours. Your satisfaction is paramount to us.



NEXT STEPS

As per the Client Onboarding Timeline, you should have already turned in your [Client VA Needs Assessment](#). We will be studying it to source the perfect VA for your business, and we will be in touch in 2-3 days. If you have any questions or concerns between now and then, please do not hesitate to reach out to us via email at support@808talentsource.com or by calling 866-808-1994.

We look forward to speaking with you soon.

STAY CONNECTED

It is imperative that we stay in contact throughout our business venture. Here is how we can stay connected throughout the process:

Tracy V. Allen

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URL: www.808talentsource.com

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Instagram: <https://www.instagram.com/808talentsource/>

Facebook: <https://www.facebook.com/808talentsource>



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