20 THINGS TO CONSIDER
WHEN CHOOSING A VIRTUAL ASSISTANT SERVICE

1. Is the service providing oversight and delivery of the virtual assistant service, or are they simply matching you to a virtual assistant?

2. Are you assigned a team member or members to work with directly?

3. How are team members assigned to you? What are the criteria for the assignments? What is the level of sophistication of the team?

4. What are the response time frames for working with VAs? How often can you hear from them? How will you communicate with them across time zones? What hours does the team work? Are they responsive nights and weekends?

5. How will your VAs protect your information? How are they capturing and storing your information in case of turnover?

6. Does the service provide strategy around how and what to delegate, or does it expect you to bring that to the table?

7. What happens if the assistant leaves? What is the service's policy? What is your potential downtime?

8. What happens if the assistant is out of the office (on vacation or sick)? Is a trained backup ready to step in?

9. How does the assistant communicate with your team and clients? How does the service ensure consistency with your brand and culture?

10. What happens if you need more or fewer hours? What are the commitment and cancellation terms?

11. What happens if you experience a bad fit with the assistant paired with you?

12. Does the service have proven support methodologies to help you implement remote support with things such as inbox and calendar, or do you have to direct them?

13. Are team members employees or subcontractors? Legally, you cannot train or manage sub-contractors, making execution inconsistent.

14. How does the service train and vet its team? Where is the team located? How are they screened and verified?

15. What is the service's management structure like? How is the remote team managed and held accountable? How long has it been in business?

16. How do VAs track their time? Can you review timesheets easily or will they be sent to you? What happens if you don't use all your time or if you need more hours?

17. What technology do VAs support and use internally to manage your work?

18. Are the VAs you work with set up to operate proactively on your behalf, anticipating your needs, or are they just responding to tasks you send over?

19. What services are included or excluded in the commitment? For example, will the service provide copywriting, bookkeeping or social media management?

20. What commitment is the service asking you to make to ensure success? What are the payment terms?

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