


Understanding Servcorp Virtual Office



Dashwood House, London
March 2010

 **SERVCORP** | Virtual Office
Everything but the office®



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CONTENTS

YOUR PERSONAL RECEPTION SPECIFICATIONS	5
VOICEMAIL ACCESS – IS EASY AS 1 2 3	10
SERVICE & FACILITIES	11
Boardrooms, Meeting Rooms, Day Suites	11
Business Lounge, Catering	12
COMMUNICATION SYSTEMS	13
Call Charges, Call Intercept, Call Diversion off Premises, Call Response/ High volume Calls	13
Onefone, Telephone Directory & Operator Assistance, Voicemail/Unified Messaging	14
EQUIPMENT	15
Conferencing Centre Paris, Courier Service, Directory Signage in Lobby, Webex	15
SERVCORP ONLINE	16
FACILITIES	16
International Office, Internet Access, Fax Transmission, OneFax	16
Kitchen, Kitchen Refreshments, Photocopying, Parcels	18
Postage, Newspapers, Printing, Reception	18
Referral (Commission), Set up Fee, Service Fee, Stationery & Office Supplies, Travel Arrangements	19
YOUR SERVCORP TEAM	20
TEAM	21
TEAM HOURLY RATES	22
NOTES	23

INTRODUCTION

We are excited to welcome you to Servcorp as our client and look forward to working together. Your success is our success.

Making your business life easier starts today. The "Understanding Servcorp Virtual Office" Manual has been designed to provide all relevant information pertaining to our services, facilities and their related charges.

The contents directory will lead quickly to your areas of interest, including information that will make the process of settling into Servcorp as efficient and effective as possible.

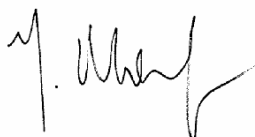
Should you have any questions that are not answered by this manual concerning pricing, please do not hesitate to contact your Servcorp Virtual Office Team Leader/Manager for clarification.

Servcorp offers an extensive range of business support services and you only pay for what you use. This means you can avoid any extra investment in people or equipment and gain cost efficiency knowing exactly what will appear on your invoice at the end of each month. Through the power of Servcorp Online, your invoice will be available to you online wherever you are.

All figures are shown in Great Britain Pound for this location. As you travel to various Servcorp locations, please do not hesitate to request a copy of their service charges. Charges listed exclude VAT and are subject to change.

Our commitment is to always provide clients with an environment that makes controlling and managing their business easier – "Understanding Servcorp Virtual Office" Manual, Servcorp Online and the team all contribute to this commitment.

Regards,

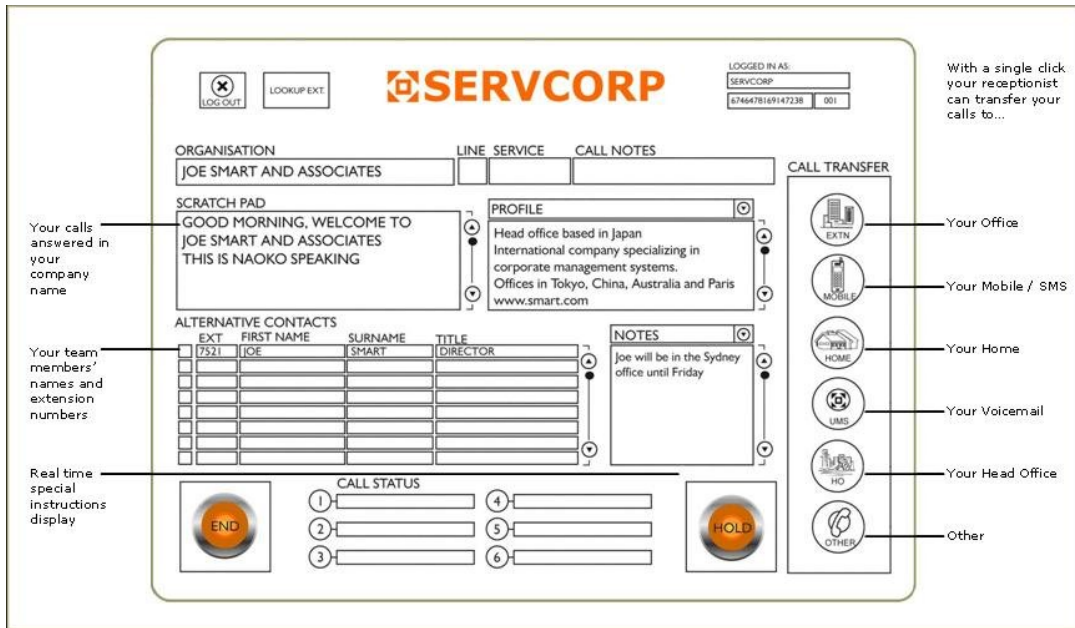


Taine Moufarrige
Executive Director

YOUR PERSONAL RECEPTION SPECIFICATIONS

A Servcorp Worksmart® Screen (example below) is automatically triggered when the Receptionist answers your company's incoming call.

Worksmart® is designed and owned by Servcorp. This visual display can be updated live by you from your Servcorp Online.



INFORMATION TO BE PASSED ON TO YOUR CLIENTS

Company Name: _____

Address: _____

Website: _____

Contact Name(s): _____

Advertised Telephone No.: _____ Advertised Fax No.: _____

Who are your major clients? (This ensures we make the best impression possible for your business).

Brief description of your business:

PLATINUM PLUS, PLATINUM AND ADDRESS PACKAGES ONLY

Mail/ Fax/ Courier Arrival Notification

Please select from the following options

- (Standard) Please leave complimentary voicemail message on my Servcorp voicemail
- Please call me on number: _____ (call charges apply)*
- Please send complimentary email to my email address:
- No notification required

Facsimile Redirection

For Platinum package clients your faxes will automatically be forwarded to your specified fax number (call charges apply)*.

A handling fee applies for faxes received from the Servcorp Virtual Office fax and on-sent*.

- On-sent my faxes to number: _____
- Scan and email my faxes: _____

Mail Redirection

A handling fee + postage applies should you not provide self addressed stamped envelopes.

Address: _____

Please select the days on which you would like your mail sent:

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Daily

Please forward by way of:

- Express Post
- Courier
- Pre-Paid Envelope
- Normal Post

PLATINUM PLUS, PLATINUM AND COMMUNICATIONS PACKAGES ONLY

How would you like your calls answered?

(E.g. 'Good morning and welcome to Smart Company, this is Jane speaking')

Corporate Team Members / Call Transfer Options:

Please specify a telephone number where you require your calls to be immediately transferred to; your mobile phone, home or office. Fourth and each additional number will incur an additional charge per week plus calls (Call charges apply)*.

1. Name:.....Position Title:.....

Number:Email:.....

- Offer the caller my personalized voicemail message (included)
- Receptionist to take a message and send via voice to email (charges apply)*
- Receptionist to take personalized handwritten message and email or voicemail (charges apply)*

2. Name:.....Position Title:.....

Number:Email:.....

- Offer the caller my personalized voicemail message (included)
- Receptionist to take a message and send via voice to email (charges apply)*
- Receptionist to take personalized handwritten message and email or voicemail (charges apply)*

3. Name:.....Position Title:.....

Number:Email:.....

- Offer the caller my personalized voicemail message (included)
- Receptionist to take a message and send via voice to email (charges apply)*
- Receptionist to take personalized handwritten message and email or voicemail (charges apply)*

General Calls:

Number: _____

Note – Please select from one of the above options, if your caller does not want to leave a message themselves our receptionist will happily take a message on their behalf complimentary.

VoiceMail Box

One personalized interactive voicemail box with a day & night greeting is included in each package. Additional voicemail boxes will incur a charge per week, per voicemail box. Your callers have the option to leave a personalized message for you to retrieve at your leisure. Within this voicemail, your callers have the option of dialing "1", "2" or "3" to reach you at a specified number.

I Business hours greeting (8.30am to 5.30pm):

"You have reached the office ofWe are not available to take your call at the present time, however you may leave a message after the tone, dial 1 to reach me on my mobile, or dial 0 to reach my receptionist during business hours. Thank you for calling".

Dial 1 to be diverted to:..... Dial 2 to be diverted to:.....
(Telephone number) (Telephone number)

II After Business hours greeting:

"You have reached the office of..... It is currently outside our normal business hours, which are 8.30am to 5.30pm, Monday to Friday. Please leave a detailed message after the tone or alternatively dial 1 to reach....., dial 2 to reach..... Thank you for calling."

Dial 1 to be diverted to:..... Dial 2 to be diverted to:.....
(Telephone number) (Telephone number)

II Note: These options are suggestions only and we would be pleased to discuss alternatives if you require.

PLATINUM PLUS, PLATINUM AND COMMUNICATIONS PACKAGES ONLY

Receiving your voicemail messages

Dial in to voicemail at anytime to check your messages. Alternatively please select from the following options to have your messages delivered to you.

Voicemail to Email (charges apply)*

Email Address:.....

Voicemail to Mobile/Landline (call charges only apply)*

Telephone Number:.....

Days:..... Times:.....

We would suggest 3 times per day, e.g. 10am, 1pm, 4pm depending on your business requirements.

Please note: if you are traveling interstate/overseas or going on holiday and do not wish your calls to follow you, you need to inform your Virtual Receptionist in writing and also request her to reactivate it on your return (programming charges will apply*).



ALL PACKAGES

You will be allocated a dedicated Personal Assistant to assist you with your secretarial requirements and support to run your business.

Specific working requirements: _____

Preferred document layout: _____

Corporate business calendar/special events in the next 12 months: _____

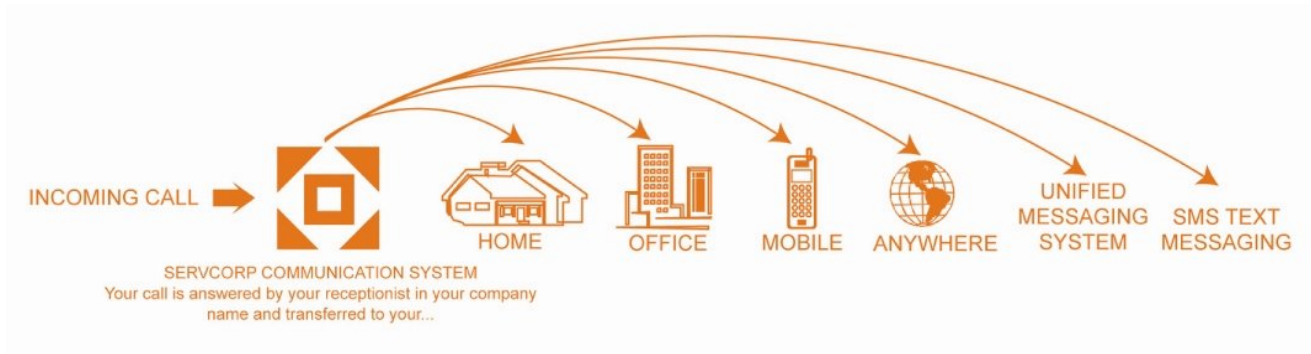
Birthdays:
Name:.....Date:.....
Name:.....Date:.....
Name:.....Date:.....

How do you take your tea/coffee?
Special Instructions: _____

Member's signature:

For & on behalf of Servcorp Virtual Office:

**PLEASE REFER TO PRICES IN THE UNDERSTANDING SERVCORP VIRTUAL OFFICE.*



VOICEMAIL ACCESS - IS EASY AS 1 2 3



TO ACCESS VOICEMAIL

Outside of the office:

- Dial +44 20 7256 4222
- When prompted, enter "9"
- Enter your 4 digit extension number, then #
- Enter your password (112233), then #

Within the Business Lounge/Office/Meeting Room/ Boardroom

- Dial "4222" or "messages" on your IP Phone, then #
- Follow the prompts

To delete messages from the system dial "3" immediately after hearing the message.



VOICEMAIL SHORTCUTS

TASK	KEY
Hear a new message	1
Send a message	2
Review old messages	3
Press during a message	
Repeat	1
Save	2
Delete	3
Reverse	7
Pause or continue	8
Fast Forward	9
Press after a message	
Reply	4
Forward message	5
Mark as new	6
Shortcuts	
Change greetings	411
Change password	431
Change record name	432
To skip greeting & leave a message	#

Your Receptionist can set up the option to press 1 from your voicemail to reach you on your mobile. Speak to your Receptionist if you would like us to program your voicemail to phone you at home, your office, your mobile or any other number once a message has been received.

SERVICE & FACILITIES

FACILITIES	PRICE	DESCRIPTION
Boardrooms, Meeting Rooms, Day Suites	Boardrooms Seats 12 - 14 Persons £8.00 10 minutes £48.00 Hourly £300.00 Daily £90.00 Hourly/After Hrs	Television, DVD and whiteboards are available in our Boardroom. Additional equipment is also available for hire (see Equipment for rates). Book via Servcorp Online 24 hours, 7 days a week complimentary. A £1.50 service fee applies if a team member books on your behalf.
Book Online using Servcorp Online www.ServcorpOnline.co.uk	Meeting Rooms Seats 4 - 6 Persons £5.00 10 minutes £30.00 Hourly £180.00 Daily £54.00 Hourly/After Hrs	Cancellation within 24 hours incurs a 100% hire charge. Cancellation within 48 hours incurs a 50% hire charge.
	Day Suites Seats 1 - 3 Persons £5.00 10 minutes £30.00 Hourly £180.00 Daily £54.00 Hourly/After Hrs	A service fee applies for setting up and clearing of Boardrooms/Meeting rooms/Day suites for large meetings, catering and special requirements. Note: Extension of booking time will be accommodated when there are no reservations after your booking. After hours = Before 8:30am or after 5:30pm (Mon to Fri).& all day weekends. Clients will incur a team charge if after hours assistance is required/utilized before 8:30am or after 5:30pm (see Team for rates). Internet access is available in the Boardroom, Meeting Room and Day Suite at a casual rate of £4.00 per hour, minimum 1 hour (A set up charge may apply). Casual Internet usage is capped at 4 hours per day, per person.

SERVICE & FACILITIES

FACILITIES	PRICE	DESCRIPTION
Business Lounge	<p>8:30am to 5:30pm Monday to Friday</p> <p>Complimentary: 5 hours/day (Platinum Plus clients) 3 hours/day (Platinum clients) 1 hour/day (Meeting & Address clients)</p> <p>Subsequent hours are charged £22.00 per hour.</p>	<p>The Business Lounge is a convenient oasis in the city where you can make some calls, use the Internet and utilize your Virtual team. Enjoy a coffee, or just sit and relax.</p> <p>Business type dress standard applies at all times. Lounge facilities are available in: Sydney, North Ryde, North Sydney, Norwest, Brisbane, Melbourne, Perth, Adelaide, Auckland, Wellington, Hong Kong, Kuala Lumpur, Singapore, Shanghai, Beijing, Bangkok, Tokyo, Nagoya, Osaka, Brussels, London, India, Bahrain and Dubai.</p> <p>Hours are non-accumulative.</p>
Catering	Price on request	<p>Beverages, luncheons or light snacks for board meetings, breakfast meetings or even cocktail functions can be organized. Please speak to your Personal Assistant for further information (see Team for chargeable rates).</p>

COMMUNICATION SYSTEMS

FACILITIES	PRICE	DESCRIPTION
Communication System		Your Receptionist is equipped with the finest communication system available. This allows her to answer your telephone in your company name and forward the call to your office, home, mobile, voicemail or email. After hours, your calls will be diverted to your personalized voicemail, where your client can leave a detailed message or dial 1 to reach you on your mobile or any other number.
Call Charges		Volume discounts apply for usage over £250 per month.
Call Diversion Off Premises	Three Diversions included complimentary £5.00 per week / per diversion	You only require one telephone number to stay in touch with your clients 24 hour per day, anywhere in the world. Calls can be diverted to your mobile, home or overseas number. Your voicemail can also be programmed to give your caller the option to dial 1 for your mobile phone, or any other number. Call charges apply. Fourth and additional diversions.
Call Intercept	£80.00	At your request all your calls will be screened by your Receptionist and your calls will be announced (see Team / IT Administrator for chargeable rates).
Call Response/ High Volume Calls	16-25 calls (20 min charge) 26-35 calls (30 min charge) 36-45 calls (40 min charge) 46-55 calls (1 hour charge) 56+ calls (Price on request)	From experience the average Servcorp client receives approximately 10 to 15 calls per day on the main advertised line. If your Receptionist answers more than 15 calls per day, due to high volume or media response, her time will be allocated to you and billed at the end of the month (see Team / Reception for chargeable rates). We believe it is unfair to expect a client who receives up to 15 calls per day to be paying the same as a client who receives 50 calls per day. If this is not suitable to your needs your Receptionist can set up a voicemail alternative.

COMMUNICATION SYSTEMS

FACILITIES	PRICE	DESCRIPTION
Onefone	£15.00 per month	Servcorp Onefone is a portable, cost-effective and secure VOIP technology which literally turns your computer into your business telephone number. You can make and receive calls with your Servcorp number, enjoy an interference-free, secure connection and make international calls at the cost of a local call. It the better way to stay in touch wherever your work takes you. Talk to your Servcorp Team Leader/Manager about how Servcorp Onefone can help your business succeed.
Telephone Directory & Operator Assistance	£15.00	A flat fee applies to cover the team's time to organize the above registration.
Voice/ Unified Messaging	£0.10 per voicemail to email message delivery	Speak to your Receptionist to set up your voicemail messages to be sent to your email for easy access and convenience, save and store important messages. 24 hours, 7 days a week message storage with remote retrieval. This gives you flexibility so that you will always be accessible, but not always disturbed.
	£1.00 per written message	Should you choose not to use voicemail a small fee will apply for handwritten messages taken by your Receptionist.
	£1.00 per written message (with notification on voicemail or email)	



EQUIPMENT

FACILITIES	PRICE	DESCRIPTION
Conference Centre – Paris 	Price on request	<p>The Paris Conference Centre, located in the Edouard VII building, caters for small intimate meetings, large corporate conferences or extravagant cocktail parties.</p> <p>Contact your Servcorp Team Leader/Floor Manager for more information on our Conference Centre in Paris, if required.</p>
Courier Service	Price on request. Servcorp couriers no handling fee Non-Servcorp couriers £4.00 handling fee	Corporate discounts apply. Due to the size of Servcorp, we have exceptional purchasing power. Test us! Let us compare your current courier rate versus the Servcorp rate. Local and overseas couriers can be arranged for pick-ups and deliveries.
Equipment	Complimentary Advance booking is suggested for equipment via Servcorp Online	A binding machine is available for your use for presentations, reports, manuals or other important documents (see Team for chargeable rates). Cover sheets and coils are available for purchase to complement your presentation.
	£15.00 per hour £75.00 per day	Data Projector (minimum 1 hour)
	Price on request	Laminating
	Complimentary	Shredder Available to dispose of those confidential documents.
	Price on request	VCR/DVD & Television in Boardroom
	Complimentary	Fixed Whiteboard in Boardroom
	£10.00 per hour £50.00 per day	Additional free standing - Whiteboard/Flip Chart (minimum 1 hour). Service fee applies for team to retrieve and return equipment (see Team for chargeable rates).
	Webex £0.30 per minute per attendee (call charges also apply)	For desk-to-desk web-conferencing via Webex, please refer to your Servcorp Online manual. Participants are able to log in at the designated time and view and edit presentation documents online.

FACILITIES

FACILITIES	PRICE	DESCRIPTION
International Office	4 days per month (Platinum Plus Package)	Your Servcorp Online subscription provides you with complimentary office access in any Servcorp location worldwide. Conditions apply based on your Virtual Membership package.
Access to any Servcorp location as you travel	3 days per month (Platinum & Meeting Package) When you book via Servcorp Online	Booking must be via Servcorp Online. A telephone number will be allocated for the day for your convenience. Consecutive days and usage are subject to availability. Hourly/half day bookings are considered a one day booking (hours are non-accumulative).
Internet Access	£4.00 per hour Capped at 4 hours per day	
Fax Transmission	£1.00 Incoming per page £2.00 Local outgoing per page £3.00 International outgoing per page Dedicated Fax Line £60.00	You will be advised of incoming faxes which will be placed in a sealed envelope, date and time stamped and held in your mail file for your collection. A fax guard is available on your floor to allow you fast transmission of outgoing facsimiles. Our team can send your faxes if you are short of time. Their time is chargeable at a flat fee of £1.50 per fax. On request we will also provide a fax forwarding service to another number whilst you are traveling.
Servcorp Online	Subscription is £15.00 per month per subscriber www.servcorp-online.com	Servcorp Online makes life easier for you through a user-friendly interface and features a plethora of business tools giving you total mobility through time saving, cost cutting services.
OneFax	£10.00 per month	Servcorp Onefax is an easy-to-use, online fax-to-email technology which helps you keep your business going, no matter where your work takes you. Servcorp Onefax gives you total mobility to send and receive confidential faxes securely and directly from your computer. Talk to your Servcorp Team Leader/Manager today to find out how Servcorp Onefax can help your business succeed.

FACILITIES

FACILITIES	PRICE	DESCRIPTION
Kitchen	Price on request	Coffee, tea and filtered water are always available. Coffee and tea service is available on request, service time will be charged.
Kitchen Refreshments	£1.00	Soft drinks
	£1.50	Bottled water
	£2.00	Premium Soft Drink
	£3.00	Beer
	£3.00	Imported Beer
Photocopying	£0.10 per page	Print directly from the Business Lounge via the Internet or self-service, using our black and white high specification copier.
	£0.30 per page (A4 Color)	
	£0.15 per page (A3)	
	£0.08 per page	Bulk discount for job lots in excess of 100 sheets. Please remember to register your bulk photocopying job in the photocopy honor book next to the copier and have a team member sign off the job so the discount will apply.
	£0.30 per page	Our state of the art photocopier will allow you to scan and email documents.
Parcels	Held for 24 hours	Clients will be notified of arrival and held for 24 hours complimentary. £5.00 per day holding fee applies thereafter. If storage space is not available in the Virtual Office, we will courier the parcel to you after 24 hours. Courier costs will be billed to your account.

FACILITIES

FACILITIES	PRICE	DESCRIPTION
Postage	<p>Complimentary delivery to post office under 30 letters</p> <p>30 – 50 letters (20 mins Team Charge + postage)</p> <p>Over 50 letters Price on request</p> <p>Mail redirection £3.50 + postage & stationery</p> <p>£5.00 per month</p>	<p>Outgoing mail should be left in the mail tray at reception before 4:00pm for complimentary delivery to the Post Office. Postage will be invoiced monthly. To aid with accounting please place your company's initials in the top right hand corner of the envelope.</p> <p>Your Office Assistant can also arrange special postage requirements and handle bulk mailings.</p> <p>You will be advised of incoming mail which will be placed in your mail folder. On request we can redirect your mail to you.</p> <p>Mailing address for additional company names.</p>
Newspapers	Included at reception	<p>Arrangements can be made for newspapers and magazines and charged to your account. Please do not remove the papers and magazines in reception as they are there for your guests and ours.</p>
<p>Printing</p> <p>Print to any Servcorp location worldwide</p>	<p>£0.10 Black & White per page</p> <p>£0.30 Color per page</p>	<p>High specification A4 color printer. Print directly from your desk via Servcorp Online. Alternatively your Servcorp Personal Assistant can print your work from Servcorp Online if you utilize the shared files facility, her time is chargeable. (see Team for chargeable rates).</p>
Reception	<p>All visitors will be professionally greeted at reception and you will be promptly notified of their arrival.</p>	<p>No Servcorp signage in reception. Spacious, professional and welcoming reception area providing a quality corporate image with daily newspapers.</p> <p>Please note that the reception or business lounge area is not to be used for meetings. Booking Boardrooms or Meeting rooms is complimentary if booked via Servcorp Online. Alternatively your Servcorp Receptionist may book on your behalf. A £1.50 service fee will apply.</p>

FACILITIES

FACILITIES	PRICE	DESCRIPTION
Referral (Commission)		<p>If you believe a Servcorp office or our Servcorp Virtual Office solutions will benefit one of your associates, let them know.</p> <p>When you introduce a new Servcorp client to Servcorp Virtual office, you will receive 1 month free rental.</p>
Set up Fee	£75.00 per package	A Virtual Office activation fee is charged.
Service Fee		<p>All purchases made on your behalf through Servcorp will attract a small margin of between 10% and 25%. Prices in this manual may vary during the term of your tenancy.</p> <p>As part of your Rental Agreement we require one month's notice in writing to terminate monthly service rentals (ie telephone, fax, Internet connection, parking, furniture, directory board listing etc).</p> <p>Charges listed within the 'Understanding Servcorp Virtual Office' Manual are exclusive of VAT.</p> <p>All services and facilities can be booked complimentary via Servcorp Online. If you require a team member to make the booking, a £1.50 service charge will apply.</p> <p>A service fee of 5% will apply if you are paying your monthly invoice via credit card.</p> <p>Price on application for dishonor fee and legal documents.</p>
Stationery and Office Supplies	Servcorp preferred supplier	Please discuss your specific requirements with your Personal Assistant. An advanced booking will be required.
Travel Arrangement	Preferential rates	The Servcorp team will assist you in handling all your hotel and travel arrangements.

YOUR SERVCORP TEAM

Upon joining Servcorp your reception area is professionally attended and your Receptionist will greet your clients, notifying you of their arrival. When you are on the phone or out of the office, your calls will be answered in your company name during business hours. Your new Receptionist is a wealth of information and will be an asset to your business.

You will be allocated your own Personal Assistant who is an expert in her field, dedicated to ensuring the smooth running of your business. Our team members are selectively chosen for their skills, personality, honesty and ability to effectively communicate with their allocated clients. They are also experienced in a wide cross-section of industries such as legal, accounting and consulting. Each Servcorp Personal Assistant is fully proficient in Word, Excel and PowerPoint. During your first week with Servcorp, your Personal Assistant will visit you to introduce you to the Servcorp Internet and Servcorp Online systems, ensuring that you have a complete understanding of the services we provide and to discuss your individual secretarial needs.

The Servcorp IT department consists of highly trained team members who are there to support your individual IT needs, making your business life easier.

Most importantly, you are only billed for the time you use so you have complete control of your costs. You are not restricted to payment by the hour or work breaks, holidays, illness etc. as you would be if using temps or permanent staff. We eliminate fees for recruitment and advertising as well as the time and cost of managing the interview and selection processes, induction programmes and training courses, keeping your costs to a minimum.



Your Office Assistant is available for tasks such as running messages, banking, filing, photocopying, organizing dry cleaning and purchasing your lunch for example. Each Office Assistant

does a fabulous job at taking care and maintaining the presentation of the floor and kitchen, also date and time stamping/sorting and advising you of incoming mail which will be placed in your mail file.

Your international Servcorp team can speak over 35 languages. Simply contact your Servcorp Personal Assistant for assistance with translation requirements.

If for any reason you are not happy with the standard of services you are receiving, please discuss it with your Servcorp Team Leader/Floor Manager, as it is your right to request a change.

TEAM

HOW WILL YOU BE CHARGED FOR THE TEAM'S TIME?

Our team is committed to making your commercial life easier, allowing you to concentrate on your business.

All tasks involving a computer mean a minimum word processing rate, including sending/receiving emails and printouts. The charge also incorporates the equipment required to complete the task.

Advance/creative task/codes also covers urgent and rushed jobs that the team may need to perform to meet your deadline.

Any software, hardware training or telephone programming is charged under Internet /IT Support. If it is elevated to Senior IT Support level, appropriate rates, as stated overleaf, will apply.

Overtime rates apply before 8:30am or after 5:30pm Monday to Friday and all day weekends. If a team member is required to work through a lunch hour, overtime rates also apply. This rate may go to double and a half on a weekend or public holiday, as applicable in the Wages Award for this city.

Time is chargeable in 10 minute time segments.

Your Servcorp Virtual Office Team Leader/Manager maintains the facilities, the technology and leads the Servcorp team, leaving you to run your business efficiently in a professional environment. Any specific assistance to your company or following up overdue accounts are billed in 10 minutes increments.

Servcorp does not take any responsibility for any loss, damage, corruption of data or any loss of information, from hardware, software or Internet damage. To safeguard against losing information, ensure you take a backup or instruct your Personal Assistant to do so and personally retain the backup disk. Servcorp will not be responsible for any costs incurred in retrieving lost data.

The best way to utilize your Servcorp team is to book a block of time each day, each second day or one day a week depending on your business requirements, so your work will be completed by your Personal Assistant without interruption. Any work not completed will be carried forward to the next day and completed prior to any further bookings being taken. When you book a team member 24 hours in advance you will receive a 10-20% discount.

Cancellation within 6 hours incurs a 100% service charge.



TEAM HOURLY RATES

Team WITH BOOKING 10%-20% Discount	OFFICE ASSISTANT	JUNIOR PA	SENIOR PA / RECEPTIONIST	MANAGEMENT
GENERAL	£15.00	£18.00	£21.00	£42.00
OVERTIME	£30.00	£42.00	£48.00	£66.00

Team WITHOUT BOOKING	OFFICE ASSISTANT	JUNIOR PA	SENIOR PA / RECEPTIONIST	MANAGEMENT
GENERAL	£21.00	£24.00	£27.00	£54.00
OVERTIME	£30.00	£42.00	£48.00	£66.00

INTERNET / IT SUPPORT				
DIAL *1				£5.50 FLAG FALL, PLUS £0.55 PER MINUTE
INTERNET IT ADMINISTRATOR				£75.00
SENIOR IT SUPPORT – SPECIAL REQUIREMENTS				£216.00



NOTES
