



THE POCKET SECRETARY  
CHLOE FRIESEN  
VIRTUAL ASSISTANT

**Service Provider:**

Chloe Friesen, VA.  
The Pocket Secretary,  
Operating as a Sole Proprietor.  
Aylmer, Ontario, Canada.

**Package 1:**

**Small Business Starter Pack.**

Best for small businesses & solo owners.

**Response time: 24–48 business hours.**

**Includes:**

- 15 hours/month
- Light admin support.
- Inbox & calendar management.
- Customer support (none verbal.)
- Data entry & document formatting.
- Bi - Weekly check-in / report / delegate.



# THE POCKET SECRETARY | VIRTUAL ASSISTANT PACKAGES

## Package 1:

### Small Business Starter Pack (breakdown.)

#### Includes:

#### 15 hours/month:

- For 15 hours a month I focus on you and only you. We can discuss what time of day you'd like me to reach out to your customers and exc. My hours are *Monday - Friday 10 a.m. - 4:00 p.m.*

#### Light admin support.

- Organization & Scheduling:

Managing calendars, organizing files, Customer record management.

- Data & Document Management:

Entering data, updating records, creating reports, maintaining databases, printing/photocopying, document creation. (Google Docs, Microsoft Word exc.)

#### Customer support (None Verbal.)

- Correspondence with customers/clients through email.
- Appointment scheduling with customers and clients.
- SMS/WhatsApp: Handling customer queries via text messaging apps

#### Bi - Weekly check-in / report / delegate: (Included in the 15 hrs)

We will schedule a 15 minute Zoom meeting or phone call to provide a comprehensive update on all activities and developments from the past two weeks, ensuring you remain informed. During the meeting, we will also discuss key priorities for the upcoming weeks.

Topics that will be discussed via the meeting:

1. *Past - Overview of the previous week's.*
2. *Present - The Current Workflow.*
3. *Future - Adjustment & Growth.*

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## PACKAGE PRICING

### **Small Business Starter Pack. (Introductory Rate / 1st Month. ):**

Price: \$30.00 CAD / hr

- 15 hrs per month.

Price: \$450.00 CAD / month. + TAX.

### **On - going monthly rate:**

Price: \$35 CAD / hr

- 15 hrs per month.

Price: \$525.00 CAD / month. + TAX.

## PACKAGE BOUNDARIES/ DISCLAIMERS

- **No phone/video calls unless scheduled.** (However please feel free to email me at any time. My response time for this package is 24-48 business hours.)
- **Monthly hours DO NOT carry over, unless a prior mutual agreement has been established before the monthly billing cycle.**
- **Client must provide software/subscriptions.** (Virtual Assistant is not responsible for paying for software/subscriptions fees.)
- **Client must be willing to provide clarification when needed.**
- **The client will be required to provide the VA with a comprehensive overview of business workflows, customer response procedures, and relevant materials to facilitate a seamless onboarding process.**

*psj*



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## PRIVACY & TRUST:

Your privacy is the cornerstone of our partnership. I operate with a 'Discretion-First' philosophy, ensuring that all sensitive information—from financial data to personal family schedules—is handled with the highest level of confidentiality. To guarantee your security, I utilize bank-grade encryption tools like 1Password for credential sharing and am fully prepared to sign a comprehensive Non-Disclosure Agreement (NDA) before our first session. My goal is to be a seamless, invisible extension of your life, providing you with total peace of mind that your private affairs remain exactly that: private.