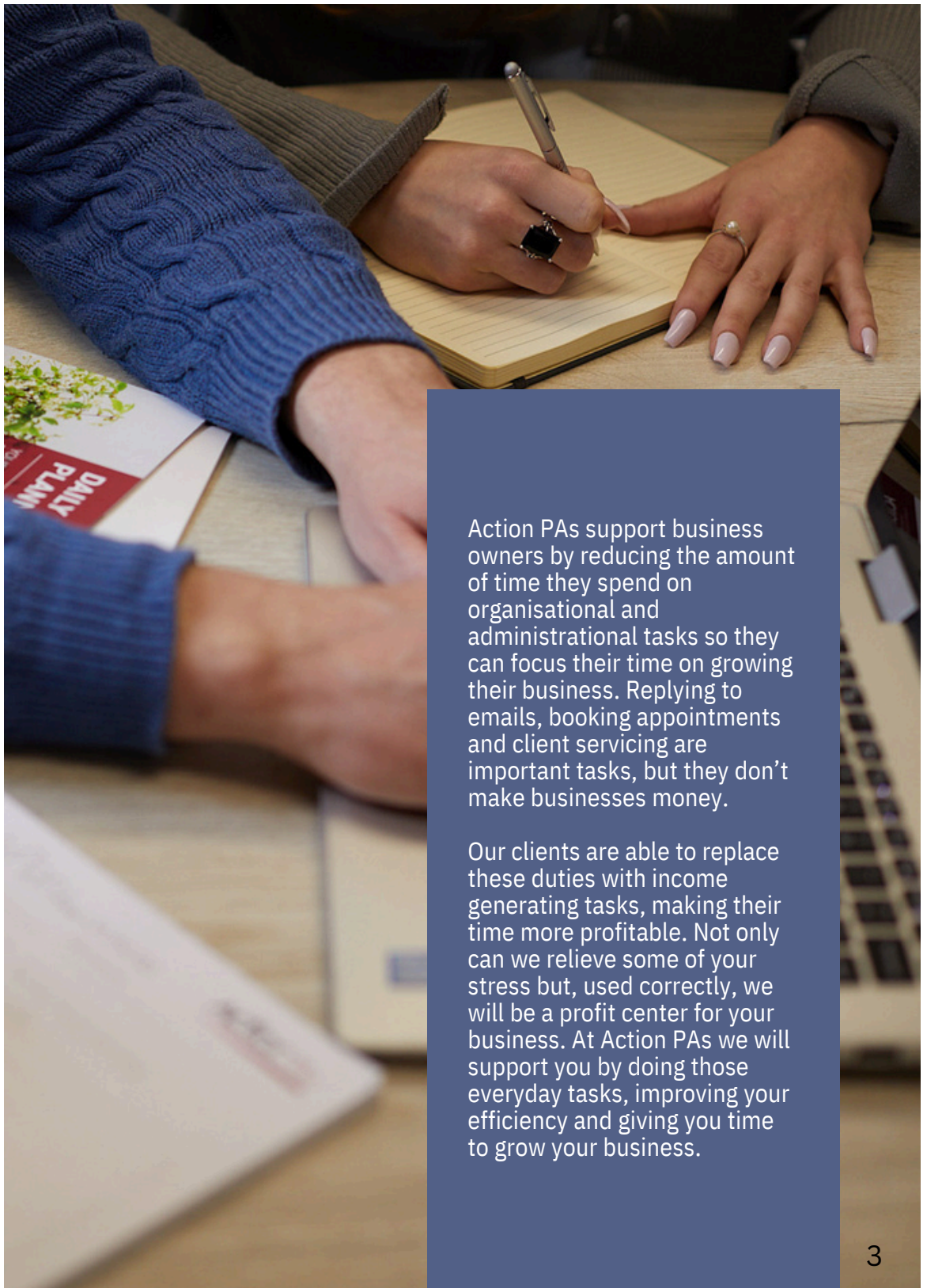


SERVICE GUIDE

ActionPAs

Your success, Our priority





Action PAs support business owners by reducing the amount of time they spend on organisational and administrative tasks so they can focus their time on growing their business. Replying to emails, booking appointments and client servicing are important tasks, but they don't make businesses money.

Our clients are able to replace these duties with income generating tasks, making their time more profitable. Not only can we relieve some of your stress but, used correctly, we will be a profit center for your business. At Action PAs we will support you by doing those everyday tasks, improving your efficiency and giving you time to grow your business.

Tailored Business Support to Fit Your Needs

At Action PAs, we provide a range of professional support services to help you streamline your business operations. Whether you need essential admin assistance, high-level virtual personal assistant support, or strategic business management, we have the right solution for you.

The following pages will provide more details on each service to help you find the right fit for your business.

We've created flexible packages to be tailored to suit your personal and business needs. Your virtual partner will streamline processes and take on the administrative tasks that get in the way of your strategic activities.

- Satisfaction Guarantee
- Skills and personality aligned to you and your business
- Flexibility to adapt your business needs
- Access to the expertise of our team
- One-month cancellation notice

The right expert for your business... or your next month is free of charge.

We're committed to providing you with the right expert for your business. If, for any reason, you are not fully satisfied with your matched virtual assistant, we will find another solution, and the next month will be on us.

Premium Online Business Manager Services

Strategic Leadership & Operations Management for Growing Businesses

At Action PAs, we offer high-level strategic and operational support through our Online Business Manager (OBM) Services. Designed for business owners who need more than task execution, our OBMs take on leadership roles, ensuring your business runs smoothly and efficiently.

If you're a small business owner, entrepreneur, or executive, and you're overwhelmed with managing teams, projects, and daily operations, it's time to delegate those responsibilities to an experienced Online Business Manager—so you can focus on growing your business.

Operations & Workflow Management

We streamline business processes, set up efficient workflows, and ensure smooth day-to-day operations.

Project & Team Management

Oversee projects, assign tasks, and ensure your team stays productive and aligned with business goals.

Strategic Business Support

From implementing growth strategies to optimising systems, we ensure your business is set up for success.

KPI Tracking & Financial Oversight

Stay on top of business performance with regular reports and data-driven insights.

Marketing & Sales System Support

Manage CRMs, automate workflows, and optimise funnels to improve efficiency and revenue.

Packages	Package Hours	Package Price
Bronze	10	£600
Silver	20	£1,200
Ruby	30	£1,800
Gold	40	£2,400
Diamond	50	£3,000

Not sure which package to get? With a plus package, you can meet in the middle and add 5 hours.

*All of our prices are subject to VAT.

Virtual Personal Assistant Services

At Action PAs, our mission is to enable you, the business owner, to achieve your vision in both your business and personal life. Our executive-level PAs have the experience necessary to effortlessly integrate into your business.

They manage your time, calming your schedule, to allow you to focus on the tasks that create business resilience and growth. We have two executive packages to suit the busy professional. We come ready to work in your business with no start-up, training or equipment costs. Our packages are fully flexible, if you wish to switch between levels of support, you can do so without a notice period.

Packages	Package Hours	Package Price
Pay as you go		£40
Starter	5	£185
Bronze	10	£370
Silver	20	£740
Ruby	30	£1,110
Gold	40	£1,480
Diamond	50	£1,850

Not sure which package to get? With a plus package, you can meet in the middle and add 5 hours.
*All of our prices are subject to VAT.

Affordable Administrative Support

Streamline Your Business Operations with Reliable Admin Support

At Action PAs, we're making high-quality administrative support accessible to businesses of all sizes. Our new Administrative Assistant Service is designed to handle routine tasks efficiently and affordably, freeing up your time to focus on what really matters—growing your business.

Whether you're a small business, startup, or entrepreneur, our experienced administrative assistants provide professional, flexible, and remote support tailored to your needs—all at just £24/hour (+VAT).

Packages	Package Hours	Package Price
Bronze	10	£240
Silver	20	£480
Ruby	30	£720
Gold	40	£960
Diamond	50	£1,200

Not sure which package to get? With a plus package, you can meet in the middle and add 5 hours.

*All of our prices are subject to VAT.



CALL MANAGEMENT

We know how important it is for business owners to focus on their business without any distractions, which is why we have a team dedicated to answering your phone when you're not able to. We have various packages to cater to your business's needs. Whether it's 24/7 services, covering holidays or diary management, we've got your back!

We ensure our clients are always on the most cost-effective package by reviewing the suitability at the start of every quarter (April, July, October, January).

Our packages cater to clients who need more than a simple 'message service.' We take the time to understand your business, the steps that follow a phone call, and your objectives, enabling us to deliver a smooth experience for you and your customers.

What is included in the packages?

- Calls answered in your business name, with a script created for you.
- Name, number, email and a message taken.

Optional extras which are available

- More complex messages/ FAQs/ forms.
- Instant email and/or one SMS notification for each inbound call.
End of day/week and/or month reporting.
- 24/7 service is available.
- Call forwarding can be added

All other optional extra services detailed below can be added.

Package	Hours Included	Monthly Fee	Cost p/min
Working Week	Monday – Friday 8.30am – 6.00pm	£60	£1.50
Out of Hours	Evenings, Weekends & Bank Holidays	£158	£1.80
Voicemail		£20	

***All of our prices are subject to VAT.**

Other Call-Related Services

Service	Details	Cost	Terms
Diary Management	Appointment making, cancelling, and scheduling	£50 p/m	Monthly
Diary Set-up	Setting up a diary / transferring client information	£50 p/m	Hourly
CRM Management	Entering caller details into client's CRM	£50 p/m	Monthly
Order Processing	Sent on a message	£1.50	Monthly
	Processed on one system	£2.00	
	Processed on two systems	£3.00	
Disaster Recovery	Procedure implemented to protect business in the event of a disaster / emergency	£40 p/m	Monthly
Fault Ticket Logging	Using client's system or ours	From £60 p/m	Monthly

Numbers	Number Type	Set up cost (One off)	Monthly Fee
	0800	£30	From £22
	0300 or 0333	£30	From £22
	01 or 02	£30	From £22
	International	Individual Quote	Individual Quote

Website Live Chat	Service	Time	Monthly Fee	Cost p/chat
	In-hours only	8.30am until 6.00pm Monday to Friday	£110	£1.50
Website Live Chat	24/7	Evenings, Weekends & Bank Holidays	£230	£3.00

SPECIALIST SOCIAL MEDIA MANAGEMENT

Our social media team is equipped to manage and enhance all your corporate social media accounts, encompassing daily operations and targeted advertising to elevate your brand's online presence.

The primary social marketing tools we employ will be tailored to your business to ensure maximum effectiveness and engagement with your audience. We provide management services for platforms such as Facebook, Instagram, LinkedIn, Twitter, Pinterest, and YouTube, specifically designed for small to medium-sized businesses.

Our approach includes creating branded images, graphics, video slides, contests, polls, and more to keep your social media accounts vibrant and engaging.

In addition to establishing a consistent posting schedule for the relevant platforms, we also help manage inquiries through messages and comments, update Facebook and Instagram stories when possible, and share content with pertinent community or business groups based on location and industry, all aimed at expanding your audience and increasing your following.

Our packages start at £197 and include the following;

- **Creation of all branded graphics, editing and branding of all content provided**
- **Post copywriting**
- **Comments and messages managed and answered where applicable**
- **A dedicated account manager**



ELEVATE YOUR BUSINESS WITH STRATEGIC MARKETING

Our core service is marketing consultancy, tailored to enhance and refine your current marketing efforts. In today's multifaceted marketing landscape, it's easy to feel overwhelmed by the myriad of choices, data, and jargon. Our unique approach leverages extensive experience to identify the best marketing channels for your business, creating simple campaigns that deliver significant impact, all aligned with your business objectives.

Our consultancy is dedicated to helping you make informed decisions and supporting you through any strategic shifts. Here's what you can expect:

- **Monthly Marketing Meetings:** Regular sessions to review progress, discuss new ideas, and refine strategies.
- **Marketing Strategy Creation:** Comprehensive documents that serve as your new marketing bible.
- **Marketing Templates:** Ready-to-use templates to streamline your marketing efforts.
- **Budget Planning:** Efficient allocation of resources to maximize ROI.
- **Tone of Voice Development:** Crafting a consistent and engaging brand voice.
- **Brand Guidelines:** Ensuring all marketing materials align with your brand identity.
- **Research Hours:** In-depth analysis to uncover new opportunities.
- **Resource Finding:** Identifying freelancers and other resources to execute the strategy effectively.
- **Ongoing Support:** Available through phone calls and emails whenever you need guidance.

Our goal is to simplify the complex world of marketing, making it accessible and effective for your business. With Action PAs, you'll have the support and expertise needed to navigate the marketing landscape confidently.

ACCOUNTS SUPPORT

Keep Your Books in Order and Your Business on Track

As a business owner, you have enough on your plate without worrying about bookkeeping. Let us handle that crucial task so you can focus on operating and growing your company.

Our accounts services include

Accounting Software Set Up and Management We'll get you set up with Xero, Quickbooks, or another accounting platform and handle data entry and categorisation.

Payroll, PAYE, and Auto Enrolment We'll run payroll, submit PAYE taxes, and get you compliant with pension auto enrolment regulations.

VAT Filing If your turnover exceeds £85,000, we'll submit your VAT returns monthly, quarterly, or annually.

Annual Accounts Production We'll compile your end of year accounts required for tax filing and submitting to Companies House if you are a limited company.

Tax Return Completion We'll file both company and personal tax returns correctly by deadlines.

Book Cleaning and Reconciliation If your records need organizing, we can create order from the chaos.

Bookkeeping doesn't need to give you headaches or take time away from your expertise. Our qualified accounting team loves numbers and details, so you can spend time with clients and profits.

Streamline Your Business for Maximum Efficiency

Setting up your systems to work for your business

At Action PAs, we specialise in workflow optimisation consultancy to transform your business operations. Our goal is to make your processes more efficient, consistent, and scalable. Say goodbye to ineffective systems and embrace a streamlined approach that propels your business forward.

Many growing businesses face challenges with inconsistent or inefficient systems that often exist only in the business owner's head. Does this sound familiar? We conduct thorough audits of your current systems, document what works, and refine or replace what doesn't. The result is a seamless, automated, and well-delegated process that your entire team can embrace, saving you time and resources every day.

Our consultancy is dedicated to creating a professional, systemised business that delivers:

- **Consistency:** Reliable and repeatable processes.
- **Predictability:** Improved planning and forecasting.
- **Employee Retention:** Smoother workflows that keep your team engaged.
- **Customer Experience:** Enhanced interactions and satisfaction.

Our team specialises in implementing robust, flexible, and scalable monday.com solutions tailored to your workflows. Whether enhancing an existing application or building a bespoke solution from scratch, we help your business thrive.

Our approach centres around your unique business objectives. We take the time to understand your specific requirements and ideal customer contact scenarios, seamlessly integrating monday.com into your workflows.

Ready to optimise your workflows and drive your business forward? Contact us today to start transforming your operations with Action PAs.

**To learn more about our services
and make your time more
profitable, get in touch with
us today.**

Do you know someone who might benefit from our services?

**Earn up to £50 worth of
Vouchers by referring a new
client to us. The business you
introduce will also be
rewarded with up to 2
complimentary bonus hours!**

**Visit our website to find out
more.**

(T&C's apply)

ActionPAs

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