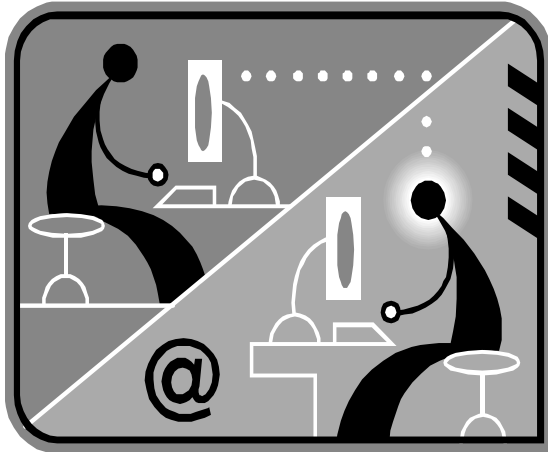


*“Professional, efficient, convenient”*

**Location:**  
**Suite 2, Level 4**  
**118 Queen Street**  
**Melbourne, VIC 3000**



**Phone: 9642 0270**  
**0408 996 534**

**Fax: 9376 0231**

**Email: [info@xpress-secretary.com](mailto:info@xpress-secretary.com)**



*“ Working as a team—virtually ”*

[WWW.XPRESS-SECRETARY.COM](http://WWW.XPRESS-SECRETARY.COM)

**ABN: 78050569927**

***Introduction to***  
***Virtual Assistant Services***

## INTRODUCTION

### BACKGROUND

Xpress Online Secretarial Services has been operating since 1999, offering all basic Secretarial Services to small and medium sized businesses.

The business is growing every year and now has offices both in 118 Queen Street, Melbourne and Flemington.

We are upto date with latest computer software technology and continually improving our systems in line with clients demands.

### BENEFITS

- Frees up valuable time.
- One stop shop.
- Pay only for the time used.
- Professional, economical and convenient.
- We take care of your business online 7 days by phone, fax and email.
- We combine speed of typing with experience in up to date computer software applications.

I look forward to discussing your office requirements. Please call me on 9642 0270 or email [info@xpress-secretary.com](mailto:info@xpress-secretary.com).

*Mary Gordon*

Manager

## SERVICES

Virtual Assistants fill any of these positions:

Personal Assistant  
Secretary  
Virtual Assistant  
Membership Secretary  
Office Manager  
Admin Assistant

### TYPES OF SERVICES:

- ◆ Administration/clerical
- ◆ Book-keeping
- ◆ CD/DVD burner
- ◆ Convert/scan files
- ◆ Database
- ◆ Diary Management
- ◆ Email / Fax / Internet
- ◆ Spreadsheets
- ◆ Format Manuals, Procedures, Styles
- ◆ Legal/Medical Terminology Certified
- ◆ Appointments & Meetings
- ◆ Newsletters, Flyers
- ◆ PowerPoint Presentations
- ◆ Project admin
- ◆ Telephone answering
- ◆ Transcriptions
- ◆ Typing/Word Processing
- ◆ Web design

## SOFTWARE

- ◆ Microsoft Office 2003
- ◆ Word
- ◆ Excel
- ◆ PowerPoint
- ◆ Publisher
- ◆ FrontPage
- ◆ Access
- ◆ MS Outlook, Outlook Express
- ◆ ACT database
- ◆ FilePro
- ◆ Schedule, ShareO
- ◆ Express Scribe Digital Transcription
- ◆ Adobe Creative Suite
- ◆ Quicken
- ◆ MYOB
- ◆ VOIP
- ◆ FTP

### TYPES OF CLIENTS

- ◆ Universities
- ◆ Lawyers & Health professionals
- ◆ Teachers, trainers
- ◆ Real Estate consultants
- ◆ Financial Consultants
- ◆ Small business operators