



WELCOME TO
CREATIVE CALL MARKETING, LLC

Well Hi There!

I'd like to personally welcome you to Creative Call Marketing! It's so exciting to work together. My personal goal is to provide the best possible service to you as your Virtual Executive Assistant. I am dedicated to helping you grow your business.

As I do so, I'll be looking for feedback from my you on ways to make working with Creative Call Marketing the best experience it can be. I put a tremendous emphasis on high-level quality customer service. Just like you, my TOP goal is to serve my clients with unparalleled excellence.

Welcome Packet to my client family!

IN THIS WELCOME PACKET, YOU WILL FIND:

- ***EXPLANATION OF HOW I WORK***
 - What you can expect by working with me
 - Hours of Operations
 - Meetings
 - Consultations
 - Rush Jobs
 - Holidays
 - Referrals
 - Confidentiality
- ***CONTACT INFORMATION***

How I Work

WHAT YOU CAN EXPECT BY WORKING WITH ME

As your intern, all calls and emails will be returned within 24 hours during business days (Monday – Friday). I will aim to

- Go above and beyond to make clients happy
- Respond to e-mail and phone messages promptly
- Follow up with clients to ask for feedback
- Make recommendations and offer solutions

HOURS OF OPERATIONS

My office hours are Monday – Friday 8am – 5pm Central Standard Time. My office is closed on Saturday and Sunday. However, you are welcome to add small task to list anytime.

MEETINGS

I believe the key to a good working relationship is communication. To ensure we have great communication and are on the same page at all times, As an intern, I will be attending the set scheduled weekly 30-minute meetings you mandate via the Branding & Business discovery form in your [client portal](#).

CONSULTATIONS

During this internship, there may be tips and tricks that come up at random while simply talking and I highly appreciate all the consultation that I will be receiving via this internship - in return for my free labor. Please know as well

that if requested, Creative Call Marketing will offer a free (1) 60-minute consultation **per month** if I have not gone over (or if it will put me over) my the 40-hour/ month intern agreement. Simply request a meeting and we can get down to business!

RUSH JOBS

Depending on the requests, rates for **large** graphic design projects, any video editing, and website (3 or more pages) or complex design rush jobs that require completion in 4 weeks or less will incur a **minimum \$99** surcharge. **Rush jobs are not apart of the internship but I will offer them to you as a courtesy for a 50% discount during the internship.**

HOLIDAYS

Creative Call Marketing staff will take off all United States public national holidays in addition to the following religious holidays:

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Christmas Day
- Easter

REFERRALS

Like you, Referrals are one of my favorite ways to grow my business! Although referrals are only possible and not guaranteed for this internship, any time that you generously make a referral to my business, please let me know and I will be sure to acknowledge you with a special gift of **3 free hours when your referral is signed.**



CONFIDENTIALITY

I adhere to a strict confidentiality code and we do not share or sell any of your information. Please take a look at our [privacy policy](#).

Contact Information

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