



WELCOME

Cardace Thomas

VIRTUAL AGENCY OWNER

Hello There!



I want to take this opportunity to personally welcome you and say that I couldn't be happier that we're going to be working together! Right now, we will enter into that awkward phase, where we will get to know each other and see if our working styles mesh. :)

I vote we move past that point and entirely and get to the good part where we're an awesome team that can make anything happen.

Are you with me?! Good, I thought you might be :)

I am committed to bring you the absolute best service that I can give - my 100% at all times. To me, that means treating your business like it's my own. Your business is just TEAMING with potential and I can't wait to unlock it so we can accomplish all of the amazing things you have planned.

So with that, welcome to the family! If there is anything that I can do to make our working relationship better, don't hesitate to let me know!

Sincerely,

Cardace Thomas

Owner of Fancy Freelancers



How I Work

Hours of operation

Monday - Thursday 9am - 5pm CST

Fridays 9am - 12 pm CST

Communication

Communication will take place primarily through email, however I have set up a Trello board for us to create tasks and track completion. All emails will be responded to within 2 hours of receiving them. Any emails received outside of business hours will be handled the next day.

Your Trello Board

This is where you can communicate with myself, you can also drop your logos or any other relevant files that we may need. Check your email for this link.

Standard Operating Procedures

We will create SOP's to help us streamline your business, at the end of our business relationship (hope this never happens) you can purchase your unlimited videos for the low price of \$497. This comes in handy should you want to train other members of your team.



How I Work

Hours

You have been allocated 20 hours a month, we will be more than happy to perform all of your tasks. We will inform you if you are over utilizing your current plan. We will be able to accept tasks and bill them towards your upcoming invoice at our hourly rate of \$35.00 per hour.

Referrals

I love hearing that you are so excited about your service that you're ready to shout it from the rooftops! Sending a referral my way gets you a little thank you treat. Any referral that signs up with our services gets you 10% off your next invoice (up to 30% in one month) Yes!

Confidentiality

Confidentiality is the utmost importance. I promise to treat your information as closely and carefully as if it was my own. Your information will only be used to complete the projects that we are working on together and nothing else. I also pinky promise not to share your information with any third-party organization.



Services

Virtual Assistant

As your virtual assistant we can provide many services to you as we have discussed. If you're wanting more outside of our scope of work, then I can send you a fair quote to make it happen.

Contracting Team

My team is more than capable of providing all of the tasks that you have outlined for us. The team members work will be thoroughly checked by me to ensure both quality & accuracy. All members of my contracting team are required to sign a confidentiality agreement upon hiring.

Rushed Jobs

I prefer our plan to have a good buffer room so that rushed jobs aren't a regular occurrence. With that being said, sometimes an emergency comes up and rushed jobs have to take place. For any last minute project that has to be done on the same day, I will add a \$50.00 fee to my following invoice.



Contact Us

Email

hello@fancyfreelancers.com

Website

www.fancyfreelancers.com

Facebook

<https://www.facebook.com/fancyfreelancers/>

Instagram

<https://www.instagram.com/fancyfreelancers/>

LinkedIn

<https://www.linkedin.com/in/candace-thomas-fancy-freelancers/>
