



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

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# 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 during normal business hours. Any emails received outside of business hours will be handled the next day.

## Your Dropbox Folder

This is where you can drop your logos or any other relevant files that we may need. [Click here to access your folder.](#)

## 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 them all for the low price of \$497, unlimited training videos.



# How I Work

## Tasks

If you have admin tasks that you would like for us to handle, we can definitely take care of this for you. We can 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

## Instagram Specialist

As your IG Specialist 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 will provide any of the tasks that you may have outlined for us. The team member 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.

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# Contact Us

## Email

[hello@fancyfreelancers.com](mailto:hello@fancyfreelancers.com)

## Website

[www.fancyfreelancers.com](http://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/>

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