

Need to buy back your time but unsure how someone could assist you?
Here are a few things that a Virtual Assistant could assist you with.

Calendar Management

1	If requested, schedule meetings with people and put in manager's diary
2	If requested, reconfirm manager's appointments 24 hours before the meeting
3	Look 2 weeks ahead and ensure meeting details are in the diary
4	If the meeting is off-site, block the travel time and link to map
5	After meetings, ask if notes are needed and if so put into CRM
6	If requested, book meeting room and add details in manager's diary
7	If requested, make restaurants bookings and put in manager's diary
8	If requested, book accommodation and put in manager's diary
9	If requested, book flights and add details in manager's diary
10	Put staff birthdays in a calendar and remind manager as requested

Admin Tasks

11	When you learn anything new, make a system in Google Sites
12	Work with manager to help them document systems in Google Sites
13	When trained, take systems and turn them into 1-page flowcharts
14	If requested, attend meetings with manager and take meeting minutes
15	When trained, assist manager with stock take and re-ordering new stock
16	When trained, work with manager to pay outstanding invoices
17	Ensure files added to Google Drive, Dropbox are correctly labeled
18	When required, prepare travel itineraries for manager or team members
19	If requested, track missing or delayed packages and ensure they arrive
20	If requested, help manager organise company events and parties

Customer Service

21	Check all incoming emails and delete all spam messages for manager
22	Work with manager to identify wanted promotional emails and forward
23	Work with manager to identify unwanted promotional emails and archive
24	Work with manager to write canned replies to all common emails
25	Check company Inbox 3-4 times per day and reply to common emails
26	For difficult emails, notify the manager and support them to reply
27	Check company Spam Folder once a day to find and retrieve non-spam
28	When trained, answer incoming phone calls and assist with enquiries
29	Check company voicemail 3-4 times per day and call back or forward
30	When trained, make outbound phone calls to leads and customers
31	Check Facebook page messages and reply or forward all messages
32	If you have Live Chat on website, manage all messages and reply
33	Email or call people that have recently left a Review to say thank you
34	When trained, review feedback forms and summarise key findings
35	If requested, organise gifts or hampers to be sent to VIP clients

Sales Support

36	When trained, assist manager to respond to sales inquiries ASAP
37	When trained, work with manager to prepare sales proposals/quotes
38	Work with manager to improve quality and speed of proposals/quotes
39	When trained, work with manager to prepare and send all invoices
40	When trained, follow up all outstanding invoices and seek payment
41	When trained, enter new customers or orders into company system
42	When trained, assist manager with the onboarding of new customers
43	When trained, assist manager to send clients Happy Birthday messages
44	Work with manager to review and update your price list as required
45	Work with manager to plan future sales campaigns and promotions

Project Management

46	Take any new task given to you and put into a task management tool
47	Check tasks due today and complete them or mark percentage complete
48	If you have a lot of tasks, ask your manager to help prioritise your list
49	When trained, oversee your manager's task list and keep it updated
50	When trained, oversee the task list of other assistants and team members

Website Update & Management

51	Work with manager and copywriter to add new content to website
52	Add new posts/pages to blog when you have new articles/videos
53	Ensure all images on the website are optimised for size and SEO
54	Test website on various devices and make a list of all the errors
55	Run a speed test on the website and make a list of issues to fix
56	Work with website developer to manage and fix all the errors
57	Use tools like YOAST to fix all titles and descriptions for SEO
58	Use tech tools to find, fix or redirect all dead website pages
59	Work on increasing the number of backlinks to company website
60	If using WordPress, update to the latest version and manage plug-ins
61	Set up Google Tag Manager and ensure desired tracking is working
62	Review Google Analytics, gather insights and report key findings
63	Set up Google Goals to discover the conversion rate of key pages
64	Set up Google Optimize to split-test headlines and images on site
65	Install HotJar on your website, review results and report findings
66	Work with manager to create and update your website's FAQs page
67	Review support emails monthly to suggest possible website changes
68	Work with manager to review new testimonials and put on website
69	Set up Google Alerts, scan daily and report key findings to manager

E-commerce (If applicable)

70	Work with manager to write titles and descriptions for new products
71	When you're trained, collect and edit all images for new products
72	If required, make short promotional videos to go with new products
73	When you're trained, add new products into your shopping cart
74	Test new product pages on desktop and mobile to ensure it's right
75	When trained, add new products onto Amazon and manage marketing

CRM Management

76	Review all new contacts daily and delete any spam emails
77	Review new contacts and capitalise the first letter of names
78	Ensure all mobile phone numbers are properly formatted for SMS
79	Remove subscribers from your list that requested to be removed
80	Find emails perpetually hard bouncing, call/SMS to get a new email
81	If a mail is returned to sender, call/SMS to get a new postal address
82	Go through CRM to find leads that are slipping away and alert manager
83	After meetings, ask manager for notes and outcome and update CRM
84	If required, create new customers lists for future marketing campaigns
85	If required, work with team members to prepare labels for mail outs
86	Send a weekly report to your manager with numbers of new leads
87	Work with manager to discuss what activities could be automated
88	When trained, work with manager to plan and build auto-responders

Email Marketing

89	Work with manager to plan marketing emails needed for the month
90	Work with copywriter to get the copy required for marketing emails
91	Enter emails with copy, images and links into your email platform
92	Send manager final tests of marketing emails and get approval
93	Send out marketing emails at the agreed time and monitor results

Content Creation

94	Use tools like Answer the Public to research content ideas
95	Study industry blogs, forums and groups to find content ideas
96	Work with manager to decide topics you will create content on
97	Find articles or content that can be shared via social media
98	Work with manager to write copy to go with the social posts
99	If needed, use tool like Otter.ai to convert audio into text
100	Work with the copywriter to turn audio and text into articles
101	Find royalty-free images to accompany articles and social posts

Podcasting

102	Find podcasts where your manager can be interviewed as a guest
103	Send email to podcast hosts offering your manager as a guest
104	If company has a podcast, find and email guests for your podcast
105	If company has a podcast, edit podcast recordings and save them
106	If company has a podcast, upload to podcast hosting platform
107	If company has a podcast, prepare and launch new episodes

Video Marketing

108	Help manager plan out videos that need to be recorded
109	When trained, manage the editing and exporting of videos
110	Write titles, descriptions and promotional copy for videos
111	Manage the uploading of videos to YouTube and other places
112	Manage all the comments that appear in response to videos
113	Review the stats of your YouTube Channel and find insights

Graphic Design in Canva

114	Design posts for Facebook, Instagram, LinkedIn, etc
115	Design stories for Facebook and Instagram
116	Design promotional images that go into emails

117	Design flyers or posters for upcoming promotions
118	Design infographics to feature alongside content articles
119	If required, design Facebook and Instagram image ads
120	If requested, design invitations, brochures or cards
121	If requested, design presentation slides for your manager
122	When trained, work with manager and writer to design Mobimag
123	When trained, work with manager and writer to design Mobimag

Social Media Management

124	Resize and crop photos before uploading to social media
125	Research and document ideas for future social media content
126	Use social media scheduling tool to save time (personal pages)
127	Use social media scheduling tool to save time (company pages)
128	Work with manager to reply to social media comments or DMs
129	Work with manager to comment on posts made by key contacts
130	Send Happy Birthday messages to friends on Facebook
131	Check Facebook Groups and look for posts to engage with
132	If company has a Facebook Group, manage aspects of running it
133	Accepting or declining LinkedIn connection requests
134	Work with manager to update and then maintain LinkedIn Page
135	When trained, assist manager to manage their LinkedIn

Marketing

136	When trained, create a list of businesses you can partner with
137	When trained, work with manager to reach out to new partners
138	When trained, make outbound phone calls to find more customers
139	When trained, monitor Facebook Ads account and report results
140	When trained, find new LinkedIn connections for your manager
141	When trained, monitor SourceBottle and alert manager to opportunities

Finance

142	When trained, work with manager to do basic bookkeeping tasks
143	When trained, work to track expenditure compared to budgets
144	When trained, manage the sending of receipts to clients
145	When trained, manage the issuing of refunds to clients if approved
146	If requested, find missing receipts for tax records purposes

Human Resources (HR)

147	Work with manager to create job descriptions and ads for new hires
148	When trained, post new job ads onto required job boards/sites
149	When trained, assist manager to review and filter new job applicants
150	When trained, assist manager with the onboarding of new employees
151	Set reminders for staff birthdays, work anniversaries, performance reviews

Research

152	When trained, research target market and prepare findings for manager
153	When trained, research competitors and prepare findings for manager
154	When trained, research awards you can enter and prepare submissions
155	If requested, find workers on Fiverr or Upwork to complete key jobs
156	If requested, research suppliers for works, create brief and request 3 quotes
157	If requested, find new technology tools and summarise findings for manager
158	If requested, research industry trends and summarise findings for manager
159	If requested, attend webinars for your manager and summarise findings
160	If requested, research gifts for staff, customers, family or friends

Build a Faster, Smarter Team with Outsourcing Support in the Philippines

If you want to get more done without the overhead, outsourcing to the Philippines is one of the smartest moves your business can make. With only a 2-hour time difference, collaboration stays seamless — no late-night calls, no communication delays, just a team that works in sync with yours.

Many businesses find that the Philippines offers an exceptional balance of affordability and quality. But sourcing, interviewing, and hiring the right people takes time. That's where Bayside Focus Group Rooms comes in.

We provide a streamlined hiring solution backed by years of experience, connecting you with skilled professionals at a significantly lower cost than hiring independently.

Why the Philippines?

-  Minimal time zone gap — only 2 hours difference
-  Strong English proficiency — less communication friction, faster results
-  High-quality talent at a fraction of the cost
-  Flexible work arrangements — remote or in a dedicated office with high-speed internet

Whether you need casual, part-time, or full-time support, we tailor every placement to your specific business needs — so you can focus on what you do best.

Let's build your team the smarter way. Visit us at www.baysidefocusgrouprooms.com.au

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