

PHONE INTERVIEW QUESTIONS

What services do you provide? How do you think you can best help me?

NOTE: Yes, you have already gotten this information from the VA's website, but it is important that you ask again. This is because the website may be outdated or not be elaborative enough. Besides, this is also a good point to start any interview.

Which skills do you possess that make you good at what you do?

NOTE: This question will give you an insight into the extra skills that the virtual assistant has which could be beneficial to you now and in the future.

Are there any tasks that you don't want to/can't do?

*NOTE: It is essential to know of any limitations that your relationship may have upfront. For instance, some virtual assistants do not want to be involved in the management of a client's bank account, make telemarketing calls, etc. Or, maybe they can manage your social networking sites, but some virtual assistants will not write content. Find out what the VA **won't** do.*

If you are ill/on vacation/out of the office, what arrangements do you have in place to get work done?

NOTE: In case a virtual assistant falls ill or has some family emergencies, what steps will be taken to ensure that

work goes on undisturbed? Will they have someone else take over their duties? This should give you an idea of their backup plans.

What medium of communication do you use with other clients? Which do you prefer?

NOTE: If the VA says that they will only communicate via email and instant messaging, but you want to communicate through phone calls, problems could arise when work begins.

How long have you been in the field of virtual assistance? Is being a VA your full-time job?

NOTE: Many virtual assistants may not have much experience working in a "virtual" environment, but they may have worked for many years in a traditional administrative position. This is a critical consideration when putting all the pieces together. Check for red flags - for example, if the VA says that they have been in business for two years, but they do not have a website or any references to give.

Why did you choose to be a virtual assistant?

NOTE: The responses you receive will give an idea of how committed the candidate is. Answers such as "I needed the extra money to pay off a loan" may indicate that the person will not stick around for very long.

Define your ideal client.

NOTE: This question is good in determining the client-virtual assistant relationship feasibility. If you feel that you

do not even fulfill half of what they expect a good client to be like, find someone else. You do not want someone working while frustrated, resulting in the poor handling of tasks.

What is your niche?

NOTE: Ask the VA what areas they specialize in, what they're exceptionally good at. If a virtual assistant says their specialty is in accounting, while you want someone to do content writing, it might not be a successful fit for you.

Do you need your clients to sign a contract?

NOTE: Many virtual assistants will work without signing any contracts; however, it is important that you sign a contract for the sake of your own protection. Remember to include a confidentiality clause since you will be sharing a lot of private information with your virtual assistant.