

EVERGREEN
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EVERGREEN STUDIO CLIENT FAQs

evergreenstudiova.com



CLIENT FAQs

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WHAT TYPES OF VIRTUAL ASSISTANCE SERVICES DO YOU OFFER?

Evergreen Studio offers a wide range of administrative services to our clients. Please click below for a complete list of our offerings.

[Evergreen's Offerings](#)

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CAN YOU HANDLE BOTH ONGOING TASKS AND ONE-TIME PROJECTS?

Absolutely! Our team can handle anything from email management to a full website buildout.

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WHAT DOES THE ONBOARDING PROCESS LOOK LIKE?

Your first point of contact will be with Jess Clark, the owner of the company. She will get to know more about you and your business before placing you with the best fit on the Evergreen team. Once you have been matched with a VA, you will receive your personalized proposal and contract via email. Once you sign and pay the invoice, you will be scheduled for a complimentary 60 minute onboarding meeting. During this meeting, you and your new VA will go over the platforms, passwords, and basic workflow to get started. Your VA will start immediately after your onboarding meeting!

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WHAT ARE YOUR WORKING HOURS AND TIME ZONE?

We are a US based company. Most of the women on the team live on the East Coast, with a few exceptions. We work Monday thru Friday from 9-5pm ET.

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5 HOW DO WE COMMUNICATE — EMAIL, SLACK, TEAMS, ETC.?

Every client is unique; we leave the communication methods up to you and your VA once you have begun working together. Some of the platforms that we have used include text, email, WhatsApp, Slack, and Google Chat.

6 WHAT HAPPENS IF MY VIRTUAL ASSISTANT IS UNAVAILABLE (VACATION, ILLNESS, ETC.)?

At Evergreen, we genuinely value our employees, and we do not want to see them burn out. We ask that all employees take a week of time for themselves every quarter. When an absence occurs, our VAs are committed to giving a month's notice before an extended time away, and at least two week's notice if they will be away for a few days.

Our VAs are experts at making sure everything is set, scheduled, and ready to go for their absences.

7 WHY RETAINERS AND NOT HOURLY RATES?

At Evergreen we want to reward efficiency, not penalize it. By moving from hourly rates to a value-based package, we are encouraging our VA's to bring efficiency and productivity (without sacrificing quality) to every interaction and task requested of them; effectively decoupling time from value.

8 HOW IS BILLING HANDLED?

We bill our clients before the first of every month, so that you receive continued support with no interruptions. We are invested in your success, and want to make sure that the workflow keeps on moving.

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9 WHAT PAYMENT METHODS DO YOU ACCEPT?

We accept ACH payments and credit card payments.

*Note that starting in 2026, there will be an added 2% service charge if using a credit card.

10 HOW DO YOU HANDLE SENSITIVE INFORMATION OR CLIENT DATA?

At Evergreen Studio, one of our core values is Discretion and Integrity. We value your trust in us, and hold our employees to the highest levels of confidentiality with our clients.

All employees have anti-virus software for their computers, and are asked to use a VPN if working in a public space.

Passwords are generally stored in a platform such as lastpass, dashlane, or keepass (the client decides how they would like their passwords stored).

11 CAN I SCALE MY HOURS UP OR DOWN EASILY AS MY NEEDS CHANGE?

We try to be as flexible as possible with our clients when it comes to hourly changes. The first month will act as a trial to determine approximately how many hours the VA feels you will need after seeing the tasks laid out.

After your first month with Evergreen, we then begin three month retainers for our administrative clients.

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WHAT HAPPENS IF I'M NOT SATISFIED WITH THE WORK OR COMMUNICATION?

At Evergreen Studio, we believe in honest and open communication. If you are not happy with the way something is going, please never hesitate to reach out. We are always happy to learn how we can improve as a team.

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WHAT MAKES EVERGREEN STUDIO DIFFERENT FROM OTHER VA AGENCIES?

The purpose of Evergreen Studio is to empower women to empower our clients. Our team of extraordinary women are bringing their passion and professionalism to every interaction they have with our clients.

We pride ourselves on receiving a referral from every client that becomes a part of the Evergreen family.

We strive to provide proactive, holistic support to our clients.

And finally, we take an owner's perspective. We know how hard it is to start a business, let alone run one. We want you to feel seen, heard, and supported every step of the way.