

# How I work with clients on the other side of the World

Having recently published a Case Study featuring my client who is based in Singapore, I thought it would be a good idea to share some tips on how I make long-distance VA support work.

Firstly, it's important to note that working with clients based in other countries is not unusual in the VA world. We support our clients remotely so we rarely meet them in person: we could be based anywhere and likewise, so could our clients.

## TIME ZONES:



If there is one thing that can't be controlled and could cause an issue, it's the time difference. I have the World clock on my phone and laptop so that I can check the current time in my client's location before I make contact. There are also various apps that can help you manage multiple time zones, here are just a few:

[worldtimebuddy.com](http://worldtimebuddy.com)

Add up to four locations at no cost.

[everytimezone.com](http://everytimezone.com)

Annual charges depending upon the number of users.

[thetimezoneconverter.com](http://thetimezoneconverter.com)

Very simple to use, choose the country and if you're planning ahead you can edit the time.

[24timezones.com](http://24timezones.com)

View the times on clocks or on a map (I like this view), as you hover the mouse over the countries on the map the time is displayed:



## CALL TIMES:

Work out the best time to have calls – My client is 7/8 hours ahead of me (not forgetting BST), so we tend to speak between 08:00 and 11:00 am UK time. He emails work during his day which I then process during my day. I email the completed request to my client so that it's ready for when he commences work the following day.

In order for me to provide the best VA service to my client it's sometimes necessary to have calls outside of my normal working hours, so it's not unknown for us to communicate just before midnight or very early in the morning.

## DO NOT DISTURB:

I'm mindful that my client may have his phone close by when he is sleeping so I avoid sending messages that might disturb him. I schedule emails so that they arrive in his inbox just before he is due to commence working.

## COMMUNICATION:



My client emails work requests to me and provides any relevant information. Phone calls are made to discuss specifics of requests and I email regular updates to my client - this not only provides a written status of the work that I am doing, but it's also a chance for a general 'catch-up'.

## CLIENT FIRST:

I provide an excellent VA service and in order to do this, when I am working for a specific client, that client comes first. This is really important because my clients know that I am focussed on the work I am doing for them the whole time that they are paying for my service.

## REGIONAL HOLIDAYS:

I use Google calendar and even though my client is great at keeping me updated, I have added the regional holidays for Singapore to my calendar so that I'm aware ahead of time that his office is going to be closed.



Wherever you are in the world,  
my VA services will be able to  
support your business.

Contact Jazz to find out more:  
+44 20 8144 9590 | +44 7818 397335  
[jazz@jasmincooperva.com](mailto:jazz@jasmincooperva.com)  
[www.jasmincooperva.com](http://www.jasmincooperva.com)