# Sahara Global Support LLC

Client Welcome Packet

Thank you for choosing Sahara Global Support LLC. This packet provides a clear overview of our services, pricing, and policies, ensuring you know exactly how we work together to support your success.

www.saharaglobalsupportllc.com | info@saharaglobalsupportllc.com

# Our Services

## Administrative Support

- Email management, inbox organization, and professional correspondence.
- Calendar management and scheduling of appointments, calls, and events.
- Document preparation, formatting, and file organization.
- Data entry, record-keeping, and updating of business systems.

## Customer & Client Support

- Responding to inquiries and handling client follow-ups.
- Providing timely updates and reminders to ensure smooth client communication.
- Maintaining a consistent, professional image on behalf of your business.

## Social Media Assistance

- Scheduling posts across multiple platforms.
- Light content support (captions, basic visuals, and layout).
- Monitoring engagement and keeping profiles active and consistent.

## Research & Reporting

- Conducting basic research on markets, competitors, or prospects.
- Preparing weekly reports to track progress, performance, or project updates.
- Summarizing findings into easy-to-read, actionable insights.

## Meeting & Coordination Support

- Virtual meeting attendance via Zoom (or other platforms) on your behalf.
- Preparing minutes of meetings and action items for follow-up.
- Coordinating travel plans, bookings, and itineraries when needed.

## Special Projects & Professional Assistance

- Support for events, presentations, and ad-hoc projects.

- Simple yet professional assistance tailored to unique requests.

- Scalable support — from a few hours weekly to full-time virtual coverage.

## Around-the-Clock Availability

- We understand that business doesn’t stop after office hours. Sahara Global Support provides flexible, 24/7 virtual assistant services, including nighttime support staff. Whether you need ongoing assistance across time zones or urgent tasks handled outside regular hours, we ensure your business keeps moving forward.

# Pricing Guide

Our pricing reflects competitive industry standards while ensuring high-quality, reliable support. Clients know how many hours they need by reviewing recurring tasks. For example: daily email management may take 1 hour per day, weekly reports may take 2–3 hours, and Zoom meeting support is billed based on meeting length plus preparation time. This transparent model helps clients plan and allocate hours efficiently.

| Plan | Hours per Month | Monthly Rate (USD) | Effective Hourly Rate |
|---|---|---|---|
| Starter | 20 | $1,000 | $50/hr |
| Growth | 40 | $1,900 | $47.50/hr |
| Scale | 60 | $2,700 | $45/hr |
| Custom | 80–160 | Tailored Pricing | $34–36/hr |

- Standard business hours: $55-$65/hr for admin, customer support, social media assistance, research, and reporting.

- Meeting attendance with minutes: $65-$75/hr (includes prep and post-meeting write-up).

- Night or after-hours coverage: +20% premium on selected hourly rate.

# Retainer & Payment Policy

Clients select a monthly plan (e.g., Starter, Growth, or Scale), with hours available for any assigned tasks. Payment is required upfront, at the beginning of each month. Work begins once payment has been received. This ensures fairness, accountability, and uninterrupted service.

Unused hours from your monthly plan automatically roll over into the next month. However, rollover hours are only valid for up to three consecutive months. At the end of the third month (quarter), any unused rollover hours will expire and the balance resets.

For simplicity and transparency, we use Clockify, one of the easiest and most user-friendly free tools for tracking time. Each task is logged with the date, description, and hours spent. Weekly reports are generated to show hours used and hours remaining in your plan.

To ensure clarity and timely delivery, weekly tasks must be submitted in one of the following forms:

**1. Weekly Task Submission (preferred):** Every Monday, provide a written list of tasks with clear details and instructions. Include deadlines for each assignment.

**2. Email Requests:** Tasks sent via email must include all necessary details and deadlines. This ensures responses are handled professionally and efficiently.

All tasks should clearly state what needs to be done, the deadline, and any supporting documents or instructions. This allows us to manage time effectively and meet your expectations.

Our assistants are native English speakers, based in the United States. Services can also be provided in Spanish upon request. All communication will be clear, professional, and responsive, ensuring your business is represented at the highest level.

# Thank You

We are honored to partner with you. At Sahara Global Support LLC, our mission is to give you the freedom to focus on growing your business while we take care of the details. If you have any questions, please reach out to us at any time.

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