

Dawn has allowed my business to expand and increase turnover by tenfold in only one year. By presenting a 'front of house' aspect to the business she has attracted many new subcontractors and improved customer relationships by adopting our branding and slotting seamlessly into a small business set-up to allow us to rapidly expand. Her easygoing, yet extremely competent manner has inspired confidence from everyone who deals with her and from day one she has delivered an exceptionally high quality service.

Dawn is highly professional at all times. We have 'branded' Dawn as if she were an employee and to date none of the other employees, customers or subcontractors realise that she is not an employee. I am constantly told by people who deal directly with her, both inside and outside of the business, about the high standards of her work. The word people most often use to describe Dawn is 'excellent'.

Dawn is extremely flexible. I am not the most communicative or straightforward '9-5' business person and Dawn has never once failed to be available when I have asked her to be. Evenings and weekends are never a problem when projects or meetings demand, and she has always been able to travel when required. She frequently completes round trips of up to 40 miles to collect administration in order to allow us to comply with a legal framework. She will always offer to meet out of normal working hours if times are busy and is constantly proactive and suggesting ways to make the business more efficient and more attractive to potential customers. Without Dawn, my business could never have grown as rapidly and continue to be successful. She is one of the main elements of our success and a valuable member of the team. For a subcontractor there can surely be no higher praise.

Dawn is proactive and constantly solving problems before they have occurred. The first time I hear about any problems is when Dawn tells me how she has solved them. This is her greatest asset and allows me to concentrate on running the business and not worry about the 'behind the scenes' issues which would otherwise take up huge amounts of my time.

Dawn is without doubt the highest quality VA I have ever encountered. I have used many and encountered more and not seen the standard of service and ability that Dawn has provided. I believe that she represents the cream of her profession.

Dr Duncan Parker
Director
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