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**HIRE  
NOW**





# Save Money & Hire Top Remote Talent To Improve Your Business



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# Why Hire Remote Talent?



## Cost-Effectiveness

Virtual assistants from the Philippines typically offer competitive rates compared to counterparts from our country, making it cost-effective for businesses.



## Skill Diversity

The Philippines has a large pool of talented individuals skilled in various tasks such as administrative support, digital marketing, graphic design, IT support, and more. This diversity allows businesses to find virtual assistants with specialised skills.



## Tech-Savvy Population

Many Filipinos are tech-savvy and adapt quickly to new technologies and tools, which is beneficial for remote work environments.



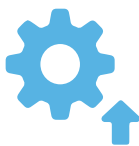
## High English Proficiency

Filipinos are known for their proficiency in English, both spoken and written. This is crucial for effective communication, especially in tasks involving customer support, content creation, or administrative duties.



## Strong Work Ethic

Filipino virtual assistants are often praised for their dedication, reliability, and willingness to go the extra mile to deliver quality work.



## Increased Efficiency

Delegating administrative, repetitive tasks and other tasks to a virtual assistant frees up time for clients to focus on core business activities, leading to increased productivity and growth.



## Flexible Working Arrangements

Virtual assistants from the Philippines are accustomed to working remotely and are generally flexible in terms of work hours and project requirements.

**Overall**, hiring a virtual assistant from the Philippines can be a strategic decision for businesses looking to streamline operations, enhance productivity, and manage costs effectively.



## Skill Development

Virtual assistants often work on diverse tasks and projects, allowing them to develop a wide range of skills such as administrative support, customer services, digital marketing, and more.



## Personal Development

The role of a virtual assistant requires strong communication, organisational, and problem-solving skills, which contribute to personal growth and continuous learning.



## Reduced Commuting and Overhead Costs

By working remotely, virtual assistants save time and money on commuting and related expenses, contributing to a more cost-effective and sustainable work arrangement.



## Work-Life Balance

The ability to work remotely allows virtual assistants to better balance their professional and personal lives, reducing stress and improving overall well-being.



## Job Satisfaction

Many virtual assistants enjoy the variety of tasks, the ability to work with diverse clients, and the sense of accomplishment from supporting businesses and individuals in achieving their goals.



## Global Opportunities

Virtual assistants can work with clients from around the world, gaining exposure to different industries, cultures, and business practices, which can broaden their skills and experience.

**Overall**, being a virtual assistant offers a dynamic and rewarding career path with opportunities for flexibility, growth, and professional development in a globalised and digital work environment.



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# Remote Talent vs In-Person Staff

# Benefits of Hiring Remote Talents



REMOTE TALENT	BUSINESS
✓ Money Saving	✓ Less Absenteeism
✓ Less commuting	✓ Large Talent Pool
✓ Location independence	✓ Increased productivity
✓ Improved productivity	✓ Reduce Costs
✓ Improved work-life balance	✓ Reduces employee turnover

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# Remote Talent

VS

# In-Person Staff

	Remote Talent in the Philippines	UK Talent
Cost	✔ Can save around 75%	Minimum wage + Contributions: from £28,000
Productivity	✔ Fewer distractions to manage	Exposed to in-person distractions
Time/Attendance	✔ Less tardiness and absenteeism	Greater chance of excuses: traffic / sick / not showing up
Skills	✔ Large talent pool	Limited to surrounding area talent pool
Flexibility	✔ Flexible work hours	Structured work schedule

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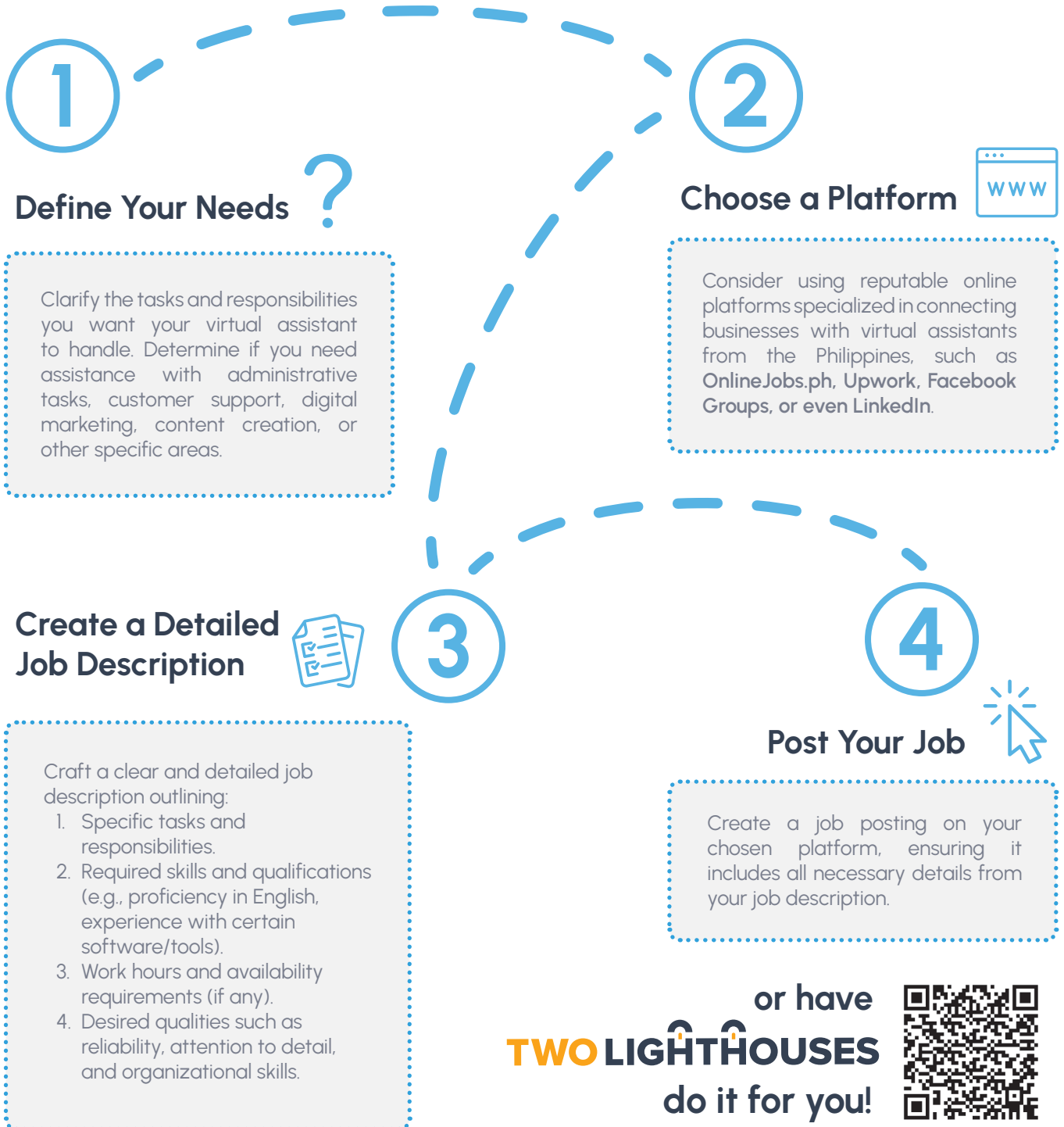
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# Posting A Job

# How to Post A Job



Creating a Job Post involves several steps to ensure you find the right fit for your needs:



By following these steps, you can effectively hire a virtual assistant from the Philippines who meets your requirements and contributes to the success of your business.



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# Job Post Advice

Creating an effective job post is crucial to attract qualified candidates. Here are some tips to craft a compelling job post:

## 1 CLEAR AND SPECIFIC TITLE

Use a job title that accurately reflects the role and responsibilities. Avoid vague titles and be specific about the position.

## 2 COMPANY OVERVIEW

Briefly describe your company, its values, and what sets it apart.

## 3 RESPONSIBILITIES

Clearly outline what the role entails. Bullet points can make it easier to read.

## 4 QUALIFICATIONS

Specify the skills and experience necessary for the job.

## 5 OTHER REQUIREMENTS

This can include device specifications, internet requirements or other necessities for the job.

## 6 HIGHLIGHT BENEFIT AND PERKS

Mention what makes your job opportunity attractive, such as competitive salary, flexible hours, remote work options, benefits, career growth opportunities, and any unique perks your company offers.

## 7 INCLUDE APPLICATION INSTRUCTIONS

Clearly state how candidates should apply (e.g., through a job board, email, or company website). Also specify what documents or information they need to provide (e.g., resume, cover letter, portfolio).

## 8 USE KEYWORDS

Include relevant keywords that candidates might use when searching for jobs in your industry or role. This can help your job post appear in search results.

## 9 PROFESSIONAL TONE

Maintain a professional and positive tone throughout your job post to attract serious candidates.

## 10 BE TRANSPARENT

If there are specific requirements or details candidates need to know (e.g. work hours, adhoc task), make sure to include them in the job post.

## 11 SELL YOUR COMPANY

Highlight what makes your company a great place to work. Emphasize your company culture, values, mission, and any awards or recognition.

## 12 PROOFREAD

Before posting, proofread your job description for any errors or typos. A polished job post reflects professionalism and attention to detail.

## 13 ENGAGE CANDIDATES

Use language that speaks directly to your ideal candidate. Describe how their skills and experience will contribute to the success of your team or company.

By following these tips, you can create a job post that attracts qualified candidates and effectively communicates what you're looking for in a new team member.

[SEE SAMPLE →](#)



## **Job Posting:** Administrative Assistant / Customer Service Assistant

**Location:** United Kingdom, Remote

**Position Type:** Full-Time (40 hrs per week)

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### **ABOUT US**

ABC Company is a rapidly growing e-commerce business, with a presence on major platforms including Amazon, eBay, and Shopify. We are committed to delivering high-quality products and exceptional customer service. We are currently seeking a dedicated Customer Service professional to join our team. This position is pivotal in ensuring that our customers receive exceptional support and assistance, maintaining our high standards of service across all platforms.

### **RESPONSIBILITIES**

- Provide exceptional customer service by promptly responding to customer inquiries digitally.
- Conducting basic accounting procedures including checking and querying supplier invoices ready for payment
- Maintain updated records of stock levels and prices.
- Handle haulage claims efficiently and effectively.
- Help with further adhoc administrative taxes as per the businesses needs.

### **QUALIFICATIONS**

- Prior experience in customer service or administrative roles is preferred.
- Looking for a hardworking individual, who is willing to go above and beyond.
- Strong attention to detail and accuracy in tasks.
- Excellent proficiency in English including both written and spoken.
- Demonstrated ability to deliver outstanding customer service.
- Flexibility to take on various tasks and adapt to changing priorities.
- Resilience to work with minimal supervision, thrive in a fast-paced environment, and manage multiple tasks simultaneously.

### **OTHER REQUIREMENTS**

- Proficiency in using computers and various software applications.
- Hours: Full-Time: 40 hours per week - 8:00 AM - 5:00 PM UK Time
- Own computer (i3 processor or equivalent) with a working camera, and a headset
- Reliable internet connection with a minimum speed of 10 Mbps and backup options.
- Must be hardworking and willing to learn

### **BENEFITS**

- A monthly salary of 30,000 php will be split and paid on the 15th and end of each month.
- 13th month pay included
- You will accrue 1 paid holiday for every full month worked

### **OTHER DETAILS**

Your position and compensation will be reviewed after 3 months. This position could be extended to a full time position based on performance.

### **Next Steps // Want To Apply**

- Respond with a message introducing yourself
- Include the word "Lighthouse"
- Include a link to your Resume (applications with no resume attached will not be considered)

A woman with long dark hair, wearing a light-colored blazer, is smiling and looking down at a laptop. She is sitting at a desk with a notebook and a pen. The background is a blurred office setting. The entire image has a blue overlay.

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# Sorting Applicants



# Sorting Applicants

**Posting Job Post from different platforms can review hundreds of applicants.** We were able to receive 200 applicants in just 24hrs. Screening and sorting applicants effectively is crucial to finding the right candidate for your job opening. While sorting through 200 applicants requires dedication and time, employing below strategies can help streamline the process and ensure you find the best-fit virtual assistant for your needs.

## REVIEW APPLICATIONS

Start by reviewing all received applications. Review applications and profiles carefully. Look for candidates who meet the basic requirements outlined in your job description, such as experience, skills, and qualifications.

## GROUP APPLICATIONS

Break down the applicant pool into smaller groups or batches to review systematically. This can prevent overwhelm and ensure thorough consideration of each candidate.

## USE SCREENING CRITERIA

Develop clear criteria based on your job requirements to quickly filter out applicants who do not meet the minimum qualifications. This can include years of experience, specific skills, certifications, etc.

## SKIM RESUMES, COVER LETTERS

Initially, skim through resumes and cover letters to get a general sense of each candidate's background and suitability. Focus on key information such as relevant experience, skills, and education.

## ASSESS SKILLS AND EXPERIENCE

Evaluate each candidate's skills and experience based on their resume, cover letter, and any work samples they may have provided. Look for relevant experience and achievements that match your job requirements.

## CHECK CULTURAL FIT

Assess whether candidates align with your company culture and values. This can be inferred from their application materials, past work experiences, and how they present themselves.

## NARROW DOWN TO SHORTLIST

After the initial skim, create a shortlist of candidates who closely match your requirements. This may involve a more detailed review of their resumes, cover letters, and any work samples provided.

## PRIORITIZE TOP CANDIDATES

Once you have a shortlist, prioritize candidates who stand out based on their qualifications, experience, and alignment with your job requirements. Focus on scheduling interviews with these top candidates first.

**By following these steps, you can effectively screen and sort applicants to identify the best candidate for your job opening. Each stage helps ensure you find someone who not only meets your technical requirements but also fits well with your company culture and values.**



# Things to Look for in a Good Candidate



When looking to hire a good virtual assistant, consider the following key attributes and qualities:

## Communication Skills

Clear and effective communication is essential for remote work. Look for a virtual assistant who can articulate ideas clearly, ask questions when needed, and provide updates proactively.

## Organizational Skills

Virtual assistants often handle multiple tasks and deadlines. They should be well-organized, able to prioritize tasks, and manage time efficiently.

## Technical Proficiency

Depending on your needs, look for proficiency in relevant software, tools, and platforms such as project management tools, CRM systems, Microsoft Office, or social media platforms.

## Reliability

A good virtual assistant should be dependable and consistently deliver high-quality work within agreed-upon deadlines.

## References and Reviews

Check references or read reviews from previous clients or employers to gain insights into the candidate's reliability, performance, and professionalism.

## Attention to Detail

Pay attention to candidates who demonstrate a keen eye for detail in their work, as this trait is crucial for tasks such as data entry, proofreading, or scheduling.

## Cultural Fit

Consider how well the candidate aligns with your company culture, values, and working style, even in a remote setting.

## Problem-Solving Skills

Virtual assistants should be resourceful and capable of finding solutions independently when faced with challenges or unexpected situations.

## Positive Attitude and Initiative

A proactive attitude and willingness to take initiative can significantly contribute to productivity and overall effectiveness as a virtual assistant.

## Adaptability and Learning Ability

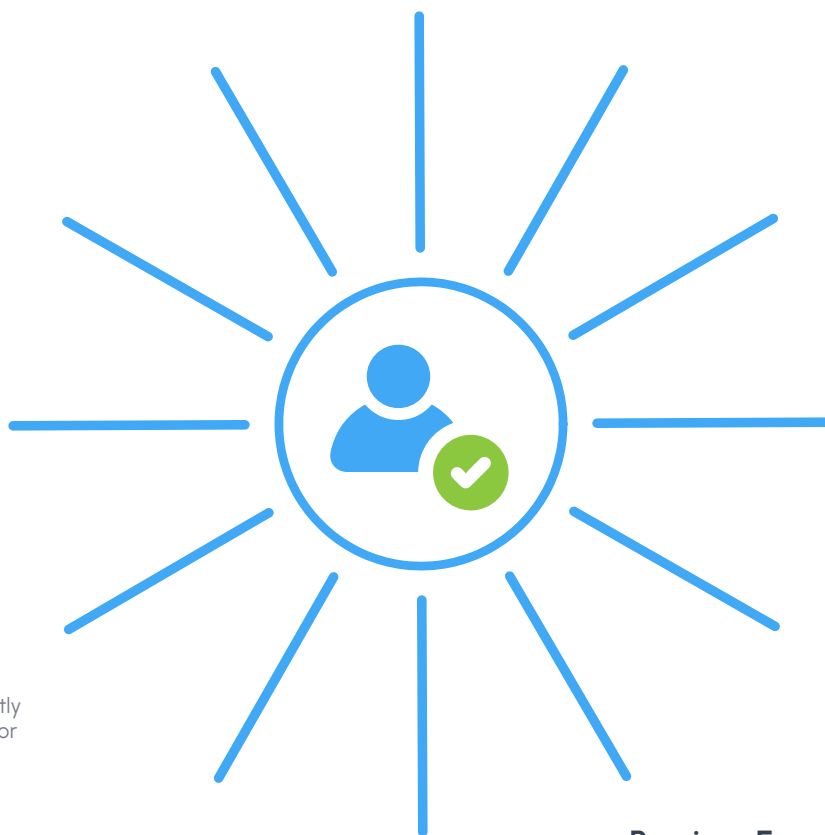
The ability to quickly adapt to new tasks, technologies, and workflows is crucial. A good virtual assistant should also demonstrate a willingness to learn and improve their skills.

## Professionalism

Look for candidates who exhibit professionalism in their communication, behavior, and work ethic. This includes respecting deadlines, maintaining confidentiality (if applicable), and adhering to your company's policies.

## Previous Experience

While not always necessary, previous experience as a virtual assistant or in roles requiring similar skills can be advantageous. However, willingness and ability to learn and adapt are equally important.



**By assessing these qualities and attributes, you can identify a good virtual assistant who not only meets your technical requirements but also aligns with your working preferences and contributes positively to your business's success.**



# What makes a Bad Candidate

A bad virtual assistant applicant can be identified by several key factors that indicate they may not be suitable for the role. Here are some specific aspects that contribute to this assessment:

## Inability to Adapt to Remote Work Dynamics

Remote work requires self-discipline, independence, and the ability to thrive without constant supervision. Applicants who prefer or are accustomed to traditional office settings and struggle with remote work dynamics (such as managing distractions or staying motivated) may not excel as virtual assistants.

## Limited Organizational Skills

Virtual assistants must be highly organized to manage tasks, schedules, and deadlines efficiently. Applicants who demonstrate disorganization, forgetfulness, or an inability to prioritize tasks may struggle to meet the demands of the role.

## Unreliable Internet Connection or Equipment

Since virtual assistants work remotely, a stable internet connection and reliable equipment (such as a computer, headset, etc.) are essential. An applicant who cannot ensure these basics may face challenges in performing their duties consistently.

## Poor Communication Skills

Effective communication is crucial for virtual assistants who often interact with clients, team members, and stakeholders remotely. This includes written communication (emails, messages) as well as verbal communication (during virtual meetings or calls). Applicants who struggle with clarity, professionalism, or responsiveness may not be suitable.

## Limited Understanding of Client Needs

Virtual assistants must understand and align with the specific needs and preferences of their clients or employers. An applicant who fails to grasp these requirements or demonstrates a lack of interest in understanding them may not provide effective support.

## Inappropriate Professional Behavior

Since virtual assistants represent their clients or employers remotely, professionalism is paramount. Applicants who exhibit unprofessional behavior, such as inappropriate language, lack of respect for confidentiality, or poor interpersonal skills, may jeopardize client relationships.

## Inadequate Experience or Skillset

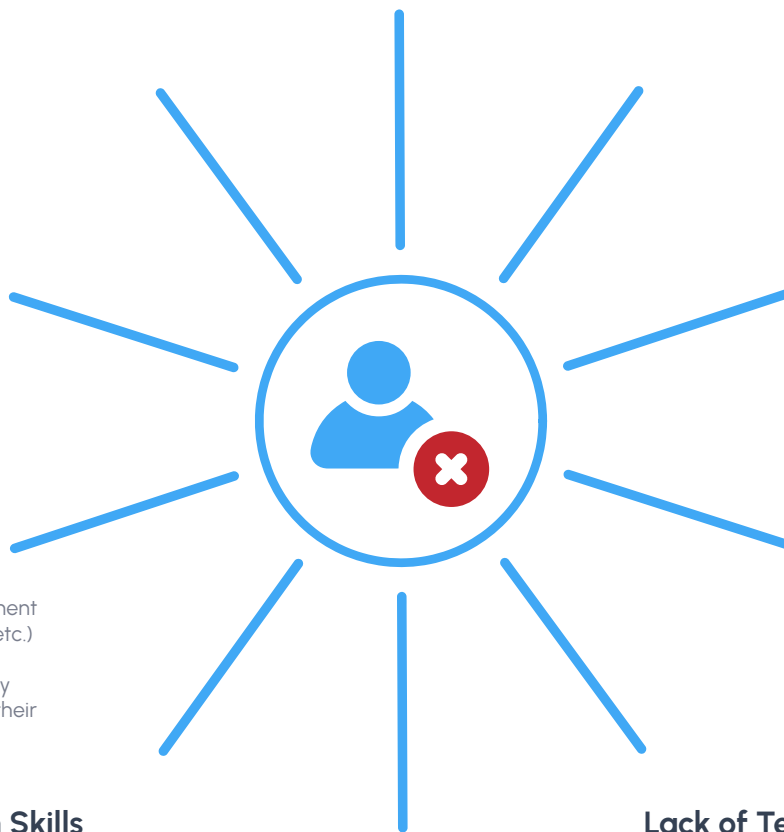
While some virtual assistant roles may be entry-level, applicants should still possess relevant skills and experience (such as administrative support, customer service, etc.) that align with the role's requirements. Those without the necessary background may struggle to meet job expectations.

## Lack of Initiative or Proactivity

Virtual assistants often need to take initiative, anticipate needs, and proactively address tasks. Applicants who wait to be told what to do at every step or require constant guidance may not be well-suited for the role.

## Lack of Technical Proficiency

Virtual assistants need to be comfortable with various digital tools and platforms such as email clients, project management software, communication apps (like Slack or Microsoft Teams), and possibly industry-specific software. A lack of technical skills or familiarity with these tools can hinder their ability to perform effectively.



## Inadequate Time Management

Time management is essential for virtual assistants who may juggle multiple tasks and clients simultaneously. An applicant who lacks punctuality, fails to meet deadlines, or cannot manage their time effectively may not be reliable in a virtual assistant role.

**In summary,** a bad virtual assistant applicant often exhibits shortcomings in technical proficiency, communication skills, organisational abilities, time management, adaptability to remote work, initiative, understanding of client needs, professionalism, and relevant experience. Addressing these areas during the hiring process helps ensure that the selected virtual assistant is well-equipped to excel in the role.



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# Interview

When hiring a virtual assistant, conducting a structured interview process is essential to ensure you find a candidate who meets your specific needs and can work effectively in a remote setting. Here are key interviews to consider:

## 1 Initial Screening Interview

**PURPOSE** Screen candidates based on their qualifications and initial fit for the role.

**FORMAT** Zoom video Call

- FOCUS**
- Verify basic qualifications, experience, and skills outlined in their resume.
  - Assess communication skills, professionalism, and reliability.

### SAMPLE QUESTIONS:

“Can you tell me about your experience as a virtual assistant?”

“What specific tasks have you handled in previous roles?”

“How do you prioritize tasks and manage your time in a remote work environment?”

## 2 Technical Skills Assessment

**PURPOSE** Evaluate the candidate's proficiency in specific tools or software relevant to the job.

**FORMAT** Practical test or assignment related to tasks they would perform in the role.

- FOCUS**
- Technical skills such as proficiency in project management tools, or office software.
  - Ability to navigate and utilize digital communication platforms effectively.

### EXAMPLE TASK:

Ask them to draft an email response based on a scenario or create a simple project plan using a designated tool.

## 3 Final Interview (if applicable)

**PURPOSE** Final assessment to confirm overall suitability and discuss job expectations in detail.

**FORMAT** More comprehensive discussion, possibly including the Client

- FOCUS**
- Final clarification on job responsibilities, work hours, and expectations.
  - Their approach to teamwork, communication, and managing deadlines remotely.
  - Compatibility with your company's work style, communication norms, and collaborative approach.
  - Technical Skills

### QUESTIONS:

“How do you envision contributing to our team's success in the long term?”

Can you give an example of a project where you had to adapt to changes quickly? How did you handle it?”



## BEFORE THE INTERVIEW

### ✓ SCHEDULE THE INTERVIEW

Coordinate a suitable time for the interview, considering time zone differences if applicable.

### ✓ CHOOSE A COMMUNICATION

Decide on a video conferencing platform (e.g., Zoom, Skype) or phone call for the interview.

### ✓ PREPARE INTERVIEW

Develop a list of questions that cover the candidate's skills, experience, work style, and suitability for your specific job requirements.



## DURING THE INTERVIEW

### ✓ INTRODUCTION AND ICEBREAKER

Start with a brief introduction about yourself and your company. Use an icebreaker question to help the candidate feel more comfortable.

### ✓ DISCUSS JOB

Outline the job responsibilities, tasks, and your expectations for the role. Ensure the candidate understands the scope of work and any specific requirements.

### ✓ ASK RELEVANT QUESTIONS

Prepare 5-7 relevant questions for the role. Look out for pre-rehearsed answers and keep in mind the relevance of the answer to the question. We have included some sample questions on the next page, we recommend asking at least one question from each section.



## Additional Sample Questions:

### SKILLS AND EXPERIENCE ASSESMENT

1. Can you tell me about your previous experience as a virtual assistant?
2. What specific tasks have you handled in previous roles?
3. How do you prioritize tasks when you have multiple deadlines?

### TECHNICAL SKILLS

- What software and tools are you proficient in using for remote work?
- Have you used [specific software/tool relevant to your job] before?

### COMMUNICATION SKILLS

- How do you ensure clear and effective communication when working remotely?
- Give an example of a time when you had to communicate complex information to a client or team member. How did you handle it?

### PROBLEM-SOLVING ABILITIES

- Describe a challenging situation you faced as a virtual assistant. How did you resolve it?
- What steps do you take to troubleshoot issues independently?

### AVAILABILITY AND TIME MANAGEMENT

- What are your typical working hours and availability?
- How do you manage your time and prioritize tasks to meet deadlines?

### WORK STYLE AND COLLABORATION

- How do you prefer to receive instructions and feedback from clients or managers?
- Describe a successful collaboration experience you've had in a remote work setting.

### QUESTIONS FROM THE CANDIDATE

Allow the candidate to ask questions about the role, your company, or work expectations.



## AFTER THE INTERVIEW

### ✓ ASSESS CANDIDATE RESPONSES

Evaluate the candidate's answers based on their skills, experience, communication style, and alignment with your job requirements.

### ✓ FOLLOW-UP

Provide feedback to the candidate promptly, including next steps in the hiring process if applicable.

### ✓ DECISION MAKING

Compare the candidate's performance in the interview with other applicants to make an informed decision on who to move forward with or extend an offer to.

By **conducting** a structured initial interview with relevant questions, you can effectively assess the qualifications and suitability of virtual assistant candidates for your business needs.

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# Hiring



With **Just Five Steps** we can help you have your own Virtual Assistant.



## Client Meeting

We will have a meeting with you and tell us about the role you're looking to fill.

- Job Description
- Qualification
- Work Schedule



## Talent Search

We will start the talent search and screening. We will choose the best applicants and do an initial Interview. After the interview we will pick the top 3 candidates and present them to you.



## Client Interview

You will join the Second interview, you will ask different questions to the candidates regarding their skills, previous experiences and others.



## Decision and Background Check

You will decide who you will hire and we will do a character reference check.



## Job Offer

After doing character reference check we will send the Job Offer.



## Sample Offer Letter

Hi,

Hope you are having a great day!

Thank you again for taking the time to meet with us this week. We are delighted to offer you the Administrative Assistant / Customer Service Assistant role. We admire your skills and abilities and believe that you will be a perfect fit for the client.

The following is our offer for your position:

- Full-time role
- M-F: 8:00am - 5:00pm UK Time
- A monthly salary of 20,000 PHP will be split and paid on the 15th and end of each month
- 13th Month Pay
- You will accrue 1 paid holiday for every full month worked
- The estimated start is DD-Month-Year

Please let me know if you would like to accept the position and we will send you a formal offer next week.

Feel free to reach out if you have any questions. Congratulations.

Best Regards,

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# Onboarding

## 1. Preparation

Documents to prepare:

- i. Contract**
- ii. NDA**
- iii. Job Description & Responsibilities**
- iv. Employee Sheet**
- v. Device Checklist**
- vi. Orientation Presentation Material**

## 2. Pre-Employment Orientation

Before the candidate officially becomes an employee they will attend a pre-employment orientation. We will orient them regarding the Company information, Expectations, Rules, Compensations and others.

- a. Fill-up the Employee Sheet**
- b. Who we are**
- c. Who is the Client**
- d. Job Description, Roles and Responsibilities**
- e. Expectations**
- f. Working Hour Policy, Time Tracking**
- g. Tools**
- h. Rules and NDA**
- i. Compensation & Benefit**
- j. Questions and Feedback**
- k. Signing of Contract and NDA**

## 3. Basic Training

Basic training is going to differ as per the role and your company. The biggest mistake that we see when it comes to hiring remote talent, is companies not investing enough time and energy into their new employees. For the first 30 days of employment, we recommend scheduling an hour each day for training. Within a few weeks these meetings will be minutes long, and the employee will be wanting to get on with their work for the day, full confident in themselves, the company and their new employer.

## 4. Client Endorsement