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## Virtual Office Standard Set Up

Thanks for your interest in LINK Business Hub Virtual Office services. We have outlined below the standard set up for your information.

Phone greeting	We answer the call made to your business number as follows: 'Company Name, can I help you?'. Any alternative greeting can be catered for, as well as including the name of the person answering the phone.
Messages	Messages will be emailed immediately to your nominated contact or contacts using an email template of information including date and time of call, name of caller, phone number, who took the message etc. If you have opted for a 'Complete Call Handling' service, we can determine who should received the message based on the nature of the call, such as Sales, Accounts, or Product Area or where the caller has requested a specific person.
Mail	We will notify you by email when mail is received and, unless you have advised us otherwise, this will be kept in your pigeon-hole here at LINK Business Hub awaiting further instructions.  We can then arrange to do one of the following*: <ul style="list-style-type: none"> <li>▪ bulk mail the received items to you on a daily / weekly basis, or</li> <li>▪ mail can be opened and faxed or scanned to you, or we can</li> <li>▪ keep the items here waiting for you to collect them.</li> </ul>
Voicemail	If you have opted for the Professional or Corporate option, personalised voicemail is available for your messages. You can monitor the mailbox and pick up your messages which can easily be done remotely. If you would prefer not to utilise voicemail where callers can leave a message, the after hours message will ask callers to ring back during office hours. We can record your message for you or you are able to record you own outgoing message.
Faxes	We will notify you by email when a fax is received and, unless you have advised us otherwise, this will be kept in your pigeon-hole here at LINK Business Hub awaiting further instructions.  We can then arrange to do one of the following*: <ul style="list-style-type: none"> <li>▪ Fax or scan the received items to you;</li> <li>▪ Keep faxes here waiting for you to collect them.</li> </ul>
Visitors	If you have arranged an onsite meeting, reception will meet and greet your client and offer tea / coffee. We will notify you of their arrival.
Billing	We bill at the beginning of each month for our virtual service for the coming month and any usage costs for the past month.
Boardroom / Meeting Room Booking	The Boardroom or Office can be booked for meetings at an hourly rate. Please contact reception to arrange on 4978 7800

\* Please see our Pricing and Packages flyer for details of the costs of faxes, scans, etc

If your requirements are different to the above, please call us to discuss and we can arrange for personalised procedures to be set up.

If you have any questions in regard to the above, please call us on **4978 7800**.