

# Where to go if you need an...

## 'Innovative Virtual Assistant!'

**T**ina Woollard launched her innovative Virtual Assistant company in 2001 as a sole-trading home-based business, serving small-to-medium-sized clients.

Having gone from strength to strength, her company has expanded and has now developed into a directory for virtual assistants and the world's first online copy and digital audio typing examination website, utilised by individuals and now extended to accommodate corporate clients. Tina says:-

'I work full-time hours....and then some!' However, she adds quickly: 'I love the freedom of working for myself.'

'After working as a PA for various companies for many years and being praised for my efficiency, time management and enthusiasm I decided, after thinking long and hard, to start my own secretarial business from

home.

'Armed with the name, TMW Secretarial Services, I registered with the Inland Revenue, sought advice from Business Link, created stationery and a website. I advertised like mad, looking for free advertising, where I could and networked till I dropped!'

Tina worked every hour she could and, to her delight, was telephoned by a company only a stone's throw from her home. They were looking for a part-time outsourced secretary. Tina says:-

'I attended a meeting, carried out sample copy typing work and they took me on evenings and weekends covering their overflow work. Nearly five years later, I am still working for this company and have several other companies for whom I do regular work. I have built up good relationships with my clients over the years and my high standards and service level have rewarded me with a good stream of referrals.'

In May 2005, TMW Secretarial Services were

audited and achieved BS EN ISO 9001:2000 accreditation for the provision of general, special and virtual secretarial office services.

'Only 3% of the UK business population have been awarded this prestigious accreditation

and we are very proud of our quality service.' says Tina.

'With my business going from strength to strength, I have been able to add another string to my bow: An online copy typing and digital audio transcription website, which we have called Tesla Typing.

Tina joined the FSB in 2001, at the same time as setting up her business, to enable her to maximise her networking opportunities and take advantage of the benefits, such as free legal helpline and cover against tax investigations.

Since then, she has come to understand the role the FSB plays in lobbying on behalf of small businesses both locally and nationally.



Last year, Tina received support from the local branch of the FSB in an attempt to improve local postal services to her business. She was receiving irregular deliveries from the sorting office which were having an impact on the services she provided to her clients.

Tina said: 'The FSB contacted Royal Mail on my behalf, which was a great help to me. I had neither the background knowledge on mail delivery contracts nor the time to be corresponding with Royal Mail'.

'I never thought, when I started my little business, that one 'originally sole trader' could grow and gain so much in such a short amount of time.

'I hope our success is evidence to anyone thinking of starting their own business that it really is achievable. With the correct research, advice, hard work, determination and lots of networking, anyone can achieve this level of success.'

● Tina Woollard  
● 0845 201 1635

### TMW Secretarial Services

Providers of general, special and virtual secretarial office services

BS EN ISO 9001 : 2000 Certified



- Wordprocessing
- Audio Transcription
- Presentations
- E-mail / Fax Bureau
- Web Research



#### •Manual Bookkeeping (OCR Qualified)

Sundry Services Include:

**A3 & A4 Laminating (hot & cold)**

**A1 (plotter), A3, A4 Colour Printing**

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