

**#Handmadechat 10-20-11 Host Donna Maria @INDIEBusiness & @HandmadeChat**  
**Weekly Topic:** How To Hire A #VirtualAssistant **Guest Co-Host:** @AlaiaWilliams of  
<http://www.oneorganizedbusiness.com>



**Handmade Chat: @HandmadeChat**

**Chat Bio:** #HandmadeChat Thurs. 8-9p EST. A weekly Twitter talk show helping you sell more of the products you make. All #smallbiz welcome!

Host: @indiebusiness <http://Twitter.com/HandmadeChat>

<http://FaceBook.com/HandmadeChat>

<http://www.indiebusinessblog.com/category/handmadechat/>

## #handmadechat TWEET REPORTS



@INDIEbusiness: 60 minutes to #HandmadeChat - How To Hire A #VirtualAssistant, with @AlaiaWilliams <http://t.co/QSdO5buv>

October 20, 2011, 11:01 pm ↩ ↻



@INDIEbusiness: RT @CathyWebSavvyPR: Do U make handmade stuff? Do U need 2 hire a Virtual Assistant / VA? Head to #HandmadeChat 8p ET: <http://t.co/QSdO5buv>

October 20, 2011, 11:40 pm ↩ ↻



@TJMcCue: RT @indiebusiness: RT @CathyWebSavvyPR: Do U make handmade stuff? Do U need 2 hire a Virtual Assistant / VA? Head to #HandmadeChat 8p...

October 20, 2011, 11:52 pm ↩ ↻



@INDIEassist: #HandmadeChat starts in a few minutes! - How To Hire A #VirtualAssistant, with @AlaiaWilliams @INDIEbusiness <http://t.co/6Jesw7dG> (8pm EST)

October 20, 2011, 11:54 pm ↩ ↻



@NatGoodSoaps: RT @INDIEassist: #HandmadeChat starts in a few minutes! - How To Hire A #VirtualAssistant, with @AlaiaWilliams@INDIEbusiness <http://t.co/6Jesw7dG> (8pm EST)

October 20, 2011, 11:56 pm ↩ ↻



@NatGoodSoaps: looking forward to tonight's #handmadechat

October 20, 2011, 11:57 pm ↩ ↻



@INDIEbusiness: Quick heads up to my followers: I'll be leading #HandmadeChat with @AlaiaWilliams until 9pm EST. Thank you! #handmadechat

October 20, 2011, 11:59 pm ↩ ↻



@INDIEbusiness: Me too! Great to see you here --> RT @NatGoodSoaps: looking forward to tonights **#handmadechat**

October 20, 2011, 11:59 pm



@INDIEbusiness: How to participate in **#HandmadeChat** <http://t.co/utUxW9I6>; try our prepared @Tweetgrid <http://t.co/3Xod3ftv>**#handmadechat**

October 21, 2011, 12:00 am



@AlaiaWilliams: Hi everyone!! Happy to be here!**#Handmadechat**

October 21, 2011, 12:00 am



@INDIEbusiness: Welcome to **#HandmadeChat**, a weekly conversation where **#handmade #smallbiz** learn to sell more what they make **#handmadechat**

October 21, 2011, 12:00 am



@NatGoodSoaps: @AlaiaWilliams Hi Alaia! **#Handmadechat**

October 21, 2011, 12:01 am



@INDIEbusiness: Welcome to my special guest tonight, **#virtualassistant** and **#smallbiz** organizing expert @AlaiaWilliams**#handmadechat**

October 21, 2011, 12:01 am



@AlaiaWilliams: @NatGoodSoaps hello!! **#Handmadechat**

October 21, 2011, 12:01 am



@INDIEbusiness: The focus of **#HandmadeChat** is to help **#indies** and **#creatives** make more money selling the products they make**#handmadechat**

October 21, 2011, 12:01 am



@INDIEbusiness: Now talking with @AlaiaWilliams about how to use a **#virtualassistant** to improve your **#smallbiz** efficiency and profitability **#handmadechat**

October 21, 2011, 12:02 am



@AlaiaWilliams: Note to followers, I'm doing **#Handmadechat** tonight (join us!) so will be tweeting more than the usual**#Handmadechat**

October 21, 2011, 12:02 am



@AlaiaWilliams: RT @INDIEbusiness: The focus of **#HandmadeChat** is to help **#indies** and **#creatives** make more money selling the products they make **#Handmadechat**

October 21, 2011, 12:02 am





@INDIEbusiness: Q1: WHAT IS A #VIRTUALASSISTANT? #handmadechat

October 21, 2011, 12:02 am



@NatGoodSoaps: I am not sure what a virtual assistant entails #handmadechat

October 21, 2011, 12:02 am



@AlaiaWilliams: A1(a) VA = a contracted professional who offers admin, technical, or creative assistance to clients. #Handmadechat

October 21, 2011, 12:02 am



@INDIEbusiness: @AlaiaWilliams will tell you tonight! --> RT @NatGoodSoaps: I am not sure what a virtual assistant entails#handmadechat

October 21, 2011, 12:03 am



@AlaiaWilliams: A1(b) a VA works from their own office ("virtually"/remotely), so there's no need providing space for them#Handmadechat

October 21, 2011, 12:03 am



@CathyWebSavvyPR: RT @INDIEbusiness The focus of #HandmadeChat is to help #indies and #creatives make more money selling the products they make

October 21, 2011, 12:03 am



@CathyWebSavvyPR: RT @INDIEbusiness: Q1: WHAT IS A #VIRTUALASSISTANT? #HandmadeChat

October 21, 2011, 12:03 am



@CathyWebSavvyPR: RT @AlaiaWilliams: A1(a) VA = a contracted professional who offers admin, technical, or creative assistance to clients #HandmadeChat

October 21, 2011, 12:03 am



@INDIEbusiness: RT @AlaiaWilliams: A1(a) #virtualassistant is contracted professional offering admin, technical, or creative assistance #handmadechat

October 21, 2011, 12:04 am



@NatGoodSoaps: Sounds like something I might need to look into #handmadechat #virtualassistant

October 21, 2011, 12:04 am



@CathyWebSavvyPR: Tweetgrid tip: put the @sign and yr username at top of right column @cathywebsavvypr 2 see your @replies /@mentions #HandmadeChat

October 21, 2011, 12:04 am



@INDIEbusiness: Q2: WHAT ARE SOME REASONS #HANDMADE BUSINESS OWNERS SHOULD HIRE A #VIRTUALASSISTANT?#handmadechat

October 21, 2011, 12:05 am



@CathyWebSavvyPR: RT @INDIEbusiness: Q2: WHAT ARE SOME REASONS #HANDMADE BUSINESS OWNERS SHOULD HIRE A #VIRTUALASSISTANT? #HandmadeChat

October 21, 2011, 12:05 am



@NatGoodSoaps: A2 To help juggle tasks? #handmadechat #virtualassistant

October 21, 2011, 12:05 am



@AlaiaWilliams: A2(a) Most important - a VA frees you up to focus on what you do best and what brings the \$\$ #Handmadechat

October 21, 2011, 12:06 am



@annsherbals: What are the advantages having a VA #handmadechat

October 21, 2011, 12:06 am



@AlaiaWilliams: @NatGoodSoaps VA's can be incredible at helping you save time.n #Handmadechat

October 21, 2011, 12:06 am



@CathyWebSavvyPR: RT @NatGoodSoaps: A2 To help juggle tasks? #handmadechat #virtualassistant - especially those you aren't good at] #HandmadeChat

October 21, 2011, 12:06 am



@AlaiaWilliams: A2(b) Hiring support that is the best at what THEY do helps you create a better biz all around #Handmadechat

October 21, 2011, 12:06 am



@INDIEbusiness: @NatGoodSoaps Maybe bit of juggling, but #virtualassistant does specific things, free you to focus on increasing profit. #handmadechat

October 21, 2011, 12:07 am



@AlaiaWilliams: @CathyWebSavvyPR exactly, Cathy! #Handmadechat

October 21, 2011, 12:07 am





@NatGoodSoaps: I can think of a few I need help with and I am not good at!  
LOL #handmadechat #virtualassistant

October 21, 2011, 12:07 am



@INDIEbusiness: RT @annsherbals: What are the advantages having a VA #handmadechat

October 21, 2011, 12:07 am



@CathyWebSavvyPR: RT @AlaiaWilliams: A2(a) Most important - a VA frees you up to focus on what you do best and what brings in the \$\$ #HandmadeChat

October 21, 2011, 12:07 am



@INDIEbusiness: Q3: WHAT SHOULD A #SMALLBIZ OWNER LOOK FOR IN A VA? #handmadechat

October 21, 2011, 12:08 am



@AlaiaWilliams: @NatGoodSoaps that's the first step. Start keeping a list so you'll know what to ask a #virtualassistant about #Handmadechat

October 21, 2011, 12:08 am



@annsherbals: Where do you look for a VA ? #handmadechat

October 21, 2011, 12:08 am



@CathyWebSavvyPR: @AlaiaWilliams A VA friend mine helps 1 of her clients do proposals. What used to take him 2 weeks, now takes 2 days cont'd #HandmadeChat

October 21, 2011, 12:08 am



@AlaiaWilliams: A3(a) VAs specialize in different things. First, ask yourself what kind of help you need #Handmadechat

October 21, 2011, 12:08 am



@NatGoodSoaps: A3: compatibility I think is important. #handmadechat #virtualassistant

October 21, 2011, 12:09 am





@AlaiaWilliams: @CathyWebSavvyPR that is a GREAT use of a VA #Handmadechat

October 21, 2011, 12:09 am





@CathyWebSavvyPR: @AlaiaWilliams and he makes more money! frees up his time and his mental energy from worrying about not getting to them! #HandmadeChat

October 21, 2011, 12:09 am  





@INDIEbusiness: @AlaiaWilliams --> RT @annsherbals: Where do you look for a VA ? #handmadecha

October 21, 2011, 12:09 am  





@CathyWebSavvyPR: RT @AlaiaWilliams: A3(a) VAs specialize in different things. First, ask yourself w  
kind of help you need#HandmadeChat

October 21, 2011, 12:09 am  





@AlaiaWilliams: A3(b) Need admin or any communications (emails, blogs,etc)? make sure they have gr8  
wrtg & phone skills#Handmadechat

October 21, 2011, 12:09 am  





@INDIEbusiness: Yes, personalities must mesh! --> RT @NatGoodSoaps: A3: compatibility I think is  
important. #handmadechat#virtualassistant #handmadechat

October 21, 2011, 12:09 am  





@AlaiaWilliams: A3(c) Need social media help? See if they are active and engaging on \*their own\*  
profiles #Handmadechat

October 21, 2011, 12:09 am  





@AlaiaWilliams: @NatGoodSoaps compatibility is a must! and great communication is as  
well. #Handmadechat

October 21, 2011, 12:10 am  





@INDIEbusiness: RT @AlaiaWilliams: A3(c) Need social media help? See if they are active and engagin  
on \*their own\* profiles#handmadechat

October 21, 2011, 12:10 am  





@INDIEbusiness: Q4 WHAT TYPES OF TASKS DO #VIRTUALASSISTANTS GENERALLY PERFORM  
BEST? #handmadechat

October 21, 2011, 12:11 am  





@AlaiaWilliams: Hey biz owners! I'm a guest on #Handmadechat tonight talking about the value of gettin  
a VA for your biz - join in!#Handmadechat

October 21, 2011, 12:11 am  



@CathyWebSavvyPR: RT @AlaiaWilliams: @NatGoodSoaps compatibility is a must! and great  
communication is as well. [yes]#HandmadeChat

October 21, 2011, 12:11 am  





@bubsandscrubs: RT @annsherbals: Where do you look for a VA ? #handmadechat

October 21, 2011, 12:11 am



@CathyWebSavvyPR: @AlaiaWilliams That is a must! - #HandmadeChat

October 21, 2011, 12:11 am



@AlaiaWilliams: @bubsandscrubs start by asking for referrals! there are also networks of VA's that you can contact. #Handmadechat

October 21, 2011, 12:12 am



@AlaiaWilliams: A4(a) Personally, I had a VA in the past who helped me with lots of research and phone calls #Handmadechat

October 21, 2011, 12:12 am



@CathyWebSavvyPR: RT @annsherbals: Where do you look for a VA ? [Twitter has a pretty big Virtual assistant / VA community] #HandmadeChat

October 21, 2011, 12:12 am



@HandmadeChat: RT @AlaiaWilliams: Hey biz owners! I'm a guest on #Handmadechat talking about virtual assistant for your biz - join in! #HandmadeChat

October 21, 2011, 12:12 am



@AlaiaWilliams: A4(b) Gr8 tasks 2 give 2 a VA = newsletters, blogs, social media, research, scheduling & general calls #Handmadechat

October 21, 2011, 12:12 am



@HandmadeChat: RT @AlaiaWilliams: @bubsandscrubs start by asking for referrals! Also networks of virtual assistants that you can contact. #HandmadeChat

October 21, 2011, 12:13 am



@AlaiaWilliams: A4(c) Ex: client wanted speaking gigs so I created a list & made contacts b/c I had that experience 4 myself #Handmadechat

October 21, 2011, 12:13 am



@AlaiaWilliams: A5(d) Oh! and VAs can also be great for invoicing & follow up on collecting \$\$ (if appropriate for your biz) #Handmadechat

October 21, 2011, 12:13 am



@NatGoodSoaps: @alaiawilliams I was thinking the same thing about the tasks -newsletters, blogs etc. #handmadechat#virtualassistant

October 21, 2011, 12:14 am



@CathyWebSavvyPR: @AlaiaWilliams shh, secret: although I am a Consultant, I make gas \$ being a VA, researching blog photos (fun 4 me) #HandmadeChat

October 21, 2011, 12:14 am



@INDIEbusiness: @bubsandscrubs - @assistu is one extremely good resource. Led by @anastaciabrice #handmadechat

October 21, 2011, 12:14 am



@AlaiaWilliams: @CathyWebSavvyPR haha, i might need you to find some photos for ME then!! #Handmadechat

October 21, 2011, 12:14 am



@AlaiaWilliams: @CathyWebSavvyPR I'm a consultant as well, but I definitely play the role of VA for several of my clients who need it. #Handmadechat

October 21, 2011, 12:15 am



@INDIEbusiness: Q5: WHAT TYPES OF TASKS IS IT GENERALLY \*UNWISE\* TO HIRE A VA TO PERFORM? #handmadechat

October 21, 2011, 12:15 am



@CathyWebSavvyPR: If you make handmade stuff or run a independent small biz - jump on board #handmadechat NOW.@AlaiaWilliams is rockin' it! #HandmadeChat

October 21, 2011, 12:15 am



@AlaiaWilliams: @NatGoodSoaps gr8 thing about a VA helping w/those things is that it will b consistent you'll have more time 4 yourself! #Handmadechat

October 21, 2011, 12:15 am



@EcoOfficeGals: RT @CathyWebSavvyPR: @AlaiaWilliams shh, secret: although I am a Consultant, I make gas \$ being a VA, researching blog photos (fun 4 me) #HandmadeChat

October 21, 2011, 12:16 am



@AlaiaWilliams: A5(a) the right VA can do a lot for your biz. they can't pick up your kids or your dry cleaning though :-)#Handmadechat

October 21, 2011, 12:16 am



@NatGoodSoaps: @AlaiaWilliams I agree.. #Handmadechat

October 21, 2011, 12:16 am





@AlaiaWilliams: @CathyWebSavvyPR thanks Cathy! #Handmadechat

October 21, 2011, 12:16 am ↩ ↻



@INDIEbusiness: I find that #smallbiz owners selling #handmade products try to do all #socialmedia themselves, but should pay some to help! #handmadechat

October 21, 2011, 12:16 am ↩ ↻



@annsherbals: So is this an actual job description or are you hiring someone with expertise just in the task you want done. #handmadechat

October 21, 2011, 12:16 am ↩ ↻



@AlaiaWilliams: A5(b) It is personal pref - some don't want to outsource \$\$ stuff. Some don't outsource calls #Handmadechat

October 21, 2011, 12:16 am ↩ ↻



@CathyWebSavvyPR: @AlaiaWilliams really - I find it fun and satisfying! #HandmadeChat

October 21, 2011, 12:17 am ↩ ↻



@AlaiaWilliams: @INDIEbusiness I agree, donna maria! #Handmadechat

October 21, 2011, 12:17 am ↩ ↻



@AlaiaWilliams: @annsherbals it can be both - depending on your biz. some people are full time VA's #Handmadechat

October 21, 2011, 12:17 am ↩ ↻



@AlaiaWilliams: A5(c) Ask - am I comfortable letting someone in on this part of my biz? #Handmadechat

October 21, 2011, 12:17 am ↩ ↻



@CathyWebSavvyPR: @INDIEbusiness agreed - whether handmade items or more general small biz own we all try and do too much ourselves #HandmadeChat

October 21, 2011, 12:18 am ↩ ↻



@INDIEbusiness: @annsherbals List 5 of your weekly tasks that can be done virtually by person you can train, freeing you for important stuff. #handmadechat

October 21, 2011, 12:18 am ↩ ↻



@CathyWebSavvyPR: RT @AlaiaWilliams: A4(b) Gr8 tasks 2 give 2 a VA = newsletters, blogs, social media, research, scheduling & general calls #HandmadeChat

October 21, 2011, 12:19 am ↩ ↻



@AlaiaWilliams: @INDIEbusiness great advice! @annsherbals #Handmadechat

October 21, 2011, 12:19 am



@EcoOfficeGals: RT @CathyWebSavvyPR: RT @AlaiaWilliams: A4(b) Gr8 tasks 2 give 2 a VA = newsletters, blogs, social media, research, scheduling & general calls #HandmadeChat

October 21, 2011, 12:19 am



@INDIEbusiness: @annsherbals By "important stuff," I just mean things only you can do. #handmadechat

October 21, 2011, 12:19 am



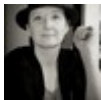
@annsherbals: @AlaiaWilliams well first of all I have learn to let go :) #handmadechat

October 21, 2011, 12:20 am



@INDIEbusiness: RT @AlaiaWilliams: @NatGoodSoaps gr8 thing about VA help is that it will be consist & youll have more time 4 yourself! #handmadechat

October 21, 2011, 12:20 am



@DoTheWoo: @kukcrafters Check out #handmadechat (happening now0

October 21, 2011, 12:20 am



@AlaiaWilliams: Yes, definitely step one :- ) RT @annsherbals: @AlaiaWilliams well first of all I have learn to let go :) #Handmadechat

October 21, 2011, 12:20 am



@INDIEbusiness: @annsherbals Not letting go is a chief reason why #handmade biz owners are not able to truly capitalize on biz opportunities. #handmadechat

October 21, 2011, 12:21 am



@NatGoodSoaps: AHHH letting go! The Alpha Male! LOL #handmadechat

October 21, 2011, 12:21 am



@INDIEbusiness: Welcome! --> RT @DoTheWoo: @kukcrafters Check out #handmadechat (happening now0 #handmadechat

October 21, 2011, 12:21 am



@AlaiaWilliams: @NatGoodSoaps ;- ) you can do it! #Handmadechat

October 21, 2011, 12:21 am



@HandmadeChat: @annsherbals Welcome! Great to see you here! #HandmadeChat

October 21, 2011, 12:22 am



@AlaiaWilliams: RT @INDIEbusiness: Not letting go is a chief reason why biz owners are not able to truly capitalize on biz opportunities. #Handmadechat

October 21, 2011, 12:22 am



@NatGoodSoaps: I am learning to let go..feels good when you can #handmadechat

October 21, 2011, 12:22 am



@annsherbals: @NatGoodSoaps We can do it...1..2..3... #handmadechat

October 21, 2011, 12:22 am



@AlaiaWilliams: Yes, it does! RT @NatGoodSoaps: I am learning to let go..feels good when you can #Handmadechat

October 21, 2011, 12:23 am



@SarasSoaps: @indiebusiness But I've seen social media experts (real ones) say that you should tweet & post on FB in your own voice. #handmadechat

October 21, 2011, 12:23 am



@INDIEbusiness: Q6: WHERE ARE THE BEST PLACES FOR #SMALLBIZ TO GO TO FIND QUALIFIED VIRTUALASSISTANTS?#handmadechat

October 21, 2011, 12:23 am



@CathyWebSavvyPR: RT @INDIEbusiness: List 5 of yr weekly tasks that can be done virtually by person you can train, freeing you 4 important stuff #HandmadeChat

October 21, 2011, 12:23 am



@AlaiaWilliams: @SarasSoaps its all about your biz and preferences. #Handmadechat

October 21, 2011, 12:23 am



@NatGoodSoaps: @annsherbals babysteps! LOL In time I will be able to let go. #Handmadechat

October 21, 2011, 12:24 am



@AlaiaWilliams: @SarasSoaps whatever you do, just be transparent. #Handmadechat

October 21, 2011, 12:24 am





**@INDIEbusiness:** @SarasSoaps You should Tweet in your own voice, but not \*everything\* has to be Tweeted in your own voice. Will share examples. #handmadechat

October 21, 2011, 12:24 am



**@annsherbals:** @SarasSoaps I've been told that also customers want to know its you.. what about that personal connection?#handmadechat

October 21, 2011, 12:24 am



**@CathyWebSavvyPR:** @annsherbals @NatGoodSoaps learning to let go can be hard - esp. when yr bis is "hand"made ;~)#HandmadeChat

October 21, 2011, 12:24 am



**@CathyWebSavvyPR:** RT @INDIEbusiness: Q6: WHERE ARE THE BEST PLACES FOR #SMALLBIZ TO GO TO FIND QUALIFIED VIRTUALASSISTANTS? #HandmadeChat

October 21, 2011, 12:24 am



**@AlaiaWilliams:** @SarasSoaps having someone find interesting info for you to tweet - that would be stuff you'd share anyway isn't inauthentic #Handmadechat

October 21, 2011, 12:25 am



**@INDIEbusiness:** My assistant helps me organize promotional activities for the week, then we decide what she does, and what I'll do. #handmadechat

October 21, 2011, 12:25 am



**@SarasSoaps:** @alaiawilliams I deal with the letting go issue, too. Sometimes wish I could give myself permission to outsource SM#handmadechat

October 21, 2011, 12:25 am



**@AlaiaWilliams:** Also, if u want 2 write all your tips on a certain topic and then have someone do the actual tweeting, its still YOU#Handmadechat

October 21, 2011, 12:26 am



**@AlaiaWilliams:** A6(a) start with referrals from ppl you know who have had VAs. Ask your Twitter & FB networks #Handmadechat

October 21, 2011, 12:26 am



**@AlaiaWilliams:** A6(b) search for VA directories on google or connect with VAs on twitter #Handmadechat

October 21, 2011, 12:26 am



@AlaiaWilliams: A6(c) contact the #virtualassistant association <http://t.co/2IvO1gqv> #Handmadechat

October 21, 2011, 12:26 am



@NatGoodSoaps: RT @AlaiaWilliams: A6(c) contact the #virtualassistant association <http://t.co/2IvO1gqv> #Handmadechat

October 21, 2011, 12:27 am



@AlaiaWilliams: @SarasSoaps perhaps you can start by thinking of which \*parts\* of your social media you can let go off. doesnt have to be all #Handmadechat

October 21, 2011, 12:27 am



@NatGoodSoaps: Sorry, I have to go but I did learn a lot in 30mns. Thanks!! #handmadechat

October 21, 2011, 12:28 am



@AlaiaWilliams: @NatGoodSoaps glad to connect with you! feel free to contact me later with questions! #Handmadechat

October 21, 2011, 12:29 am



@CathyWebSavvyPR: RT @AlaiaWilliams: A6(c) contact the #virtualassistant association <http://t.co/0x0deYAY> [help finding a VA]#HandmadeChat

October 21, 2011, 12:29 am



@BrooklynBath: just jumping in right now...i know i must have missed lots of good info #HandmadeChat

October 21, 2011, 12:29 am



@INDIEbusiness: @sarassoaps @annsherbals Can outsource part of #socialmedia. Example: Introduce #FaceBook Fans to VA, serve together! #handmadechat

October 21, 2011, 12:29 am



@CathyWebSavvyPR: RT @AlaiaWilliams: A6(a) start with referrals from ppl you know who have had VA. Ask your Twitter & FB networks #HandmadeChat

October 21, 2011, 12:29 am



@AlaiaWilliams: @BrooklynBath welcome! #Handmadechat

October 21, 2011, 12:29 am



@SarasSoaps: With you on that one @annsherbals. Even tried to get my web guru to take over for me who was on vacation. Felt neglectful. #handmadechat

October 21, 2011, 12:29 am





@INDIEbusiness: @NatGoodSoaps Great having you here! @Brooklynbath - Welcome, great to see you! #handmadechat

October 21, 2011, 12:29 am



@annsherbals: @INDIEbusiness good point #handmadechat

October 21, 2011, 12:30 am



@CathyWebSavvyPR: @BrooklynBath Don't worry - we should a have a transcript in a day or so - so you can read what U missed; follow @handmadechat #HandmadeChat

October 21, 2011, 12:30 am



@AlaiaWilliams: clients have asked me 2 help them find other interesting things to post about. so i @ least took the research off their hands #Handmadechat

October 21, 2011, 12:31 am



@AlaiaWilliams: With anything, it doesnt have to be all or nothing. Think of whatever you can get off your plate (w/o feeling guilty)#Handmadechat

October 21, 2011, 12:31 am



@INDIEbusiness: Many virtual assistants use #virtualassistant. Follow Tweets, watch for professionals working with #smallbiz, send inquiry. #handmadechat

October 21, 2011, 12:32 am



@INDIEbusiness: @AlaiaWilliams Even if you feel guilty, do it anyway. Once you see benefit to your #biz getting help, guilt will go away. #handmadechat

October 21, 2011, 12:32 am



@CathyWebSavvyPR: @AlaiaWilliams or learn to manage the guilt! #HandmadeChat

October 21, 2011, 12:33 am



@AlaiaWilliams: If it's not social media, think of what else? Billing? accounting? phone calls? proposals? There are sooo many options#Handmadechat

October 21, 2011, 12:33 am



@CathyWebSavvyPR: RT @AlaiaWilliams: clients have asked me 2 help them find other interesting things to post about. so i @ least did the research #HandmadeChat

October 21, 2011, 12:33 am







@AlaiaWilliams: @INDIEbusiness true! sometimes it does help to start small though...then once you see how sweet it can be, you dive in! :-)) #Handmadechat

October 21, 2011, 12:33 am



@INDIEbusiness: Q7: WHAT ARE SOME OF THE BEST WAYS A #VIRTUALASSISTANT CAN HELP #SMALLBIZ MANAGE SOCIAL MEDIA?#handmadechat

October 21, 2011, 12:34 am



@AlaiaWilliams: A7 they can make sure your accounts stay active, resolve issues, gather interesting content, make connections#Handmadechat

October 21, 2011, 12:34 am



@CathyWebSavvyPR: @AlaiaWilliams & @INDIEbusiness also, by starting w small projects 4 a VA, you can see if there is a fit!#HandmadeChat

October 21, 2011, 12:34 am



@CathyWebSavvyPR: RT @INDIEbusiness: Q7: WHAT ARE SOME OF THE BEST WAYS A #VIRTUALASSISTANT CAN HELP #SMALLBIZ MANAGE SOCIAL MEDIA? #HandmadeChat

October 21, 2011, 12:35 am



@AlaiaWilliams: @CathyWebSavvyPR YES! great way to test before contracting the wrong person! #Handmadechat

October 21, 2011, 12:35 am



@CathyWebSavvyPR: RT @AlaiaWilliams: A7 they can make sure yr accounts stay active, resolve issues, gather interesting content, make connections #HandmadeChat

October 21, 2011, 12:36 am



@INDIEbusiness: RT @AlaiaWilliams: A7 they can make sure your accounts stay active, resolve issues, gather interesting content, make connections #handmadechat

October 21, 2011, 12:36 am



@annsherbals: @CathyWebSavvyPR We went that route with a student graphic designer, didn't work out #handmadechat

October 21, 2011, 12:36 am



@AlaiaWilliams: A7(b) they can also help get rid of spammy stuff too! #Handmadechat

October 21, 2011, 12:36 am





**@INDIEbusiness:** @sarassoaps Thinking of your post today, couldn't a #virtual assistant make #thankyou calls to customers for you? **#handmadechat**

October 21, 2011, 12:37 am



**@CathyWebSavvyPR:** @AlaiaWilliams I disagree with 1 of yr social media VA list - making connections should be done by U, VA can suggest ppl **#HandmadeChat**

October 21, 2011, 12:37 am



**@AlaiaWilliams:** I manage the fan page of a really popular startup. I rip the spam off right away so the feed stays clean**#Handmadechat**

October 21, 2011, 12:37 am



**@INDIEbusiness:** @sarassoaps ... or what about calling your wholesale customers once a month, to say HI and see if they need anything **#handmadechat**

October 21, 2011, 12:37 am



**@CathyWebSavvyPR:** RT @annsherbals: @CathyWebSavvyPR We went that route with a student graphic designer, didn't work out cc:@AlaiaWilliams **#HandmadeChat**

October 21, 2011, 12:37 am



**@AlaiaWilliams:** And I don't mean complaints - don't hide those - I mean actual spam **#Handmadechat**

October 21, 2011, 12:37 am



**@AlaiaWilliams:** @CathyWebSavvyPR @annsherbals students are often not the solution to a problem. They are students...still learning! **#Handmadechat**

October 21, 2011, 12:38 am



**@bellafaith:** Need a #virtualassistant? **#Handmadechat** twitter chat is LIVE NOW w/ tips on finding & hiring the right one!

October 21, 2011, 12:38 am



**@CathyWebSavvyPR:** @annsherbals sometimes students aren't always the best Social media VA's. Some don't have the biz sense yet? **#HandmadeChat**

October 21, 2011, 12:38 am



**@CathyWebSavvyPR:** RT @AlaiaWilliams: @annsherbals students are often not the solution to a problem. They are students...still learning! **#HandmadeChat**

October 21, 2011, 12:39 am





@CathyWebSavvyPR: RT @bellafaith: Need a #virtualassistant? #Handmadechat twitter chat is LIVE NOW w/ tips on finding & hiring the right one! #HandmadeChat

October 21, 2011, 12:39 am



@AlaiaWilliams: @CathyWebSavvyPR well, when it comes to adding similar likes on a biz fan page, seem pretty benign to me. but i get you! #Handmadechat

October 21, 2011, 12:39 am



@INDIEbusiness: Q8: HOW MUCH SHOULD WE REASONABLY EXPECT TO PAY PER HOUR FOR #VIRTUALASSISTANTS SERVICES?#handmadechat

October 21, 2011, 12:39 am



@AlaiaWilliams: Students are great for many things. But if they have no biz experience...it can be more trouble than it is worth#Handmadechat

October 21, 2011, 12:39 am



@annsherbals: @CathyWebSavvyPR agree she just couldn't grasp what we wanted, not her fault just they went. #handmadechat

October 21, 2011, 12:39 am



@CathyWebSavvyPR: RT @INDIEbusiness: Q8: HOW MUCH SHOULD WE REASONABLY EXPECT TO PAY PER HOUR FOR #VIRTUALASSISTANTS SERVICES? #HandmadeChat

October 21, 2011, 12:40 am



@AlaiaWilliams: @CathyWebSavvyPR @annsherbals yes - some may understand social media, but not business - or what YOU need#Handmadechat

October 21, 2011, 12:40 am



@SarasSoaps: RT @CathyWebSavvyPR: RT @bellafaith: Need a #virtualassistant? #Handmadechat twitter chat is LIVE NOW w/ tips on finding & hiring the right one! #HandmadeChat

October 21, 2011, 12:40 am



@AlaiaWilliams: A8(a) varies greatly - from \$15 an hour to \$50+ an hour. #Handmadechat

October 21, 2011, 12:40 am



@annsherbals: @annsherbals just the way it went #handmadechat

October 21, 2011, 12:40 am



@CathyWebSavvyPR: RT @annsherbals: @CathyWebSavvyPR agree she just couldn't grasp what we wanted, not her fault just the way it went #HandmadeChat

October 21, 2011, 12:40 am



@CathyWebSavvyPR: **#HandmadeChat**

October 21, 2011, 12:40 am



@AlaiWilliams: A8(b) consider this - do u want some1 u have to manage, or a competent professional? **#Handmadechat**

October 21, 2011, 12:40 am



@annsherbals: I need a VA to type for me lol **#handmadechat**

October 21, 2011, 12:41 am



@CathyWebSavvyPR: RT @AlaiWilliams: A8(a) varies greatly - from \$15 an hour to \$50+ an hour. **#HandmadeChat**

October 21, 2011, 12:41 am



@COOKIESCREAM201: What Is **#HandmadeChat?**: Hello! If we are new here, we competence wish to allow to a RSS feed for my updates. You... <http://t.co/7dR9UG2d>

October 21, 2011, 12:41 am



@AlaiWilliams: A8(b) I had someone once who i constantly had to redo their work. NOT a good fit **#Handmadechat**

October 21, 2011, 12:41 am



@AlaiWilliams: @annsherbals I can make some referrals. we can talk offline! **#Handmadechat**

October 21, 2011, 12:41 am



@AlaiWilliams: A8(c) also, ask HOW they bill. Per hour? Monthly retainer? A one time pkg of hours? **#Handmadechat**

October 21, 2011, 12:41 am



@AlaiWilliams: A7(d) tip - sometimes a retainer or pkg saves you \$\$ overall. **#Handmadechat**

October 21, 2011, 12:42 am



@AlaiWilliams: whoops, I mean A8(d) tip - sometimes a retainer or pkg saves you \$\$ overall. **#Handmadechat**

October 21, 2011, 12:42 am



@CathyWebSavvyPR: RT @AlaiaWilliams: A8(b) consider this - do u want some1 u have to manage, or a competent professional? [ u get what u pay 4] #HandmadeChat

October 21, 2011, 12:42 am



@CathyWebSavvyPR: RT @AlaiaWilliams: A7(d) tip - sometimes a retainer or pkg saves you \$\$ overall. #HandmadeChat

October 21, 2011, 12:42 am



@bellafaith: RT @AlaiaWilliams Consider - Do u want some1 (#virtualassistant) u have to manage or a competent professional?#Handmadechat #handmadechat

October 21, 2011, 12:43 am



@annsherbals: @CathyWebSavvyPR Understood #handmadechat

October 21, 2011, 12:43 am



@INDIEbusiness: @AlaiaWilliams Good point about retainers for #virtualassistants; make sure you organ your biz so they have specific tasks. #handmadechat

October 21, 2011, 12:44 am



@CathyWebSavvyPR: @COOKIESCREAM201 I blocked you as a spammer - pls go away #HandmadeChat

October 21, 2011, 12:44 am



@GnosisArts: RT @CathyWebSavvyPR: RT @AlaiaWilliams: A8(b) consider this - do u want some1 u have to manage, or a competent professional? [ u get what u pay 4] #HandmadeChat

October 21, 2011, 12:44 am



@AlaiaWilliams: Yes @indiebusiness - giving specific tasks/setting expectations is key to a successful relationship with your VA#Handmadechat

October 21, 2011, 12:45 am



@GnosisArts: If #handmadechat is regular, would someone pls add it to the wiki for added publicity? <http://t.co/j0DaHgJQ>

October 21, 2011, 12:45 am



@SarasSoaps: @indiebusiness That's a good point! I'm looking at my to-do list and all that I'd love to source TY notes, calls to potential #handmadechat

October 21, 2011, 12:45 am





@CathyWebSavvyPR: @annsherbals although sometimes a newer VA can be great, and not bill so high, a they are getting their feet well #HandmadeChat

October 21, 2011, 12:45 am



@AlaiaWilliams: @SarasSoaps yes! keep building that list. #Handmadechat

October 21, 2011, 12:46 am



@AlaiaWilliams: If you are willing to work with someone in training, go for it. If not, definitely consider some1 w/more experience#Handmadechat

October 21, 2011, 12:46 am



@CathyWebSavvyPR: @GnosisArts Hi Eric- We'll add it to the list - this is the second week of a new week chat - wed 8-9 et#HandmadeChat

October 21, 2011, 12:47 am



@INDIEbusiness: @AlaiaWilliams Your thoughts on flexibility as #virtualassistant key trait? Things change a lot for #smallbiz#handmadechat

October 21, 2011, 12:47 am



@SarasSoaps: @INDIEbusiness customers, replying to customers' emails... Whew! Can get it done this week while we're on break. Next week tho #Handmadechat

October 21, 2011, 12:47 am



@AlaiaWilliams: @CathyWebSavvyPR @annsherbals every1 is different when it comes to newbie vs experienced. What fits your biz?#Handmadechat

October 21, 2011, 12:47 am



@CathyWebSavvyPR: RT @SarasSoaps: That's a good point! I'm looking at my to-do list & all that I'd love to source. TY notes, calls to potential #HandmadeChat

October 21, 2011, 12:47 am



@AlaiaWilliams: @INDIEbusiness flexibility is key! If they aren't flexible, they might not understand the nature of the biz#Handmadechat

October 21, 2011, 12:48 am



@AlaiaWilliams: @INDIEbusiness "in person" assistants be flexible - virtual is no different except they work elsewhere#Handmadechat

October 21, 2011, 12:48 am







@CathyWebSavvyPR: @AlaiaWilliams and make sure they have enough time for you as a new client. Sometimes VAs get overbooked, hard 4 them 2 say no #HandmadeChat

October 21, 2011, 12:49 am



@AlaiaWilliams: @INDIEbusiness same goes for professionalism. just because I can't see you doesn't mean you don't need to be professional #Handmadechat

October 21, 2011, 12:49 am



@AlaiaWilliams: @CathyWebSavvyPR yes! always ask if they have time for a new client. when I don't, I ppl. #Handmadechat

October 21, 2011, 12:50 am



@INDIEbusiness: @CathyWebSavvyPR Good point! I've seen that happen. Also, person so focused on getting new biz, don't get your work done. #handmadechat

October 21, 2011, 12:50 am



@AlaiaWilliams: @CathyWebSavvyPR if I really want 2 work with them, I say "I'll be free starting...." and they respect that #Handmadechat

October 21, 2011, 12:50 am



@INDIEbusiness: RT @AlaiaWilliams Re: #virtualassistants, just because I can't see you, doesn't mean you don't have to be professional. #handmadechat

October 21, 2011, 12:50 am



@INDIEbusiness: Q9: SINCE VAs OFTEN ACCESS USERNAMES, PASSWORDS, SHOULD WE DO BACKGROUND CHECK BEFORE HIRING? #handmadechat

October 21, 2011, 12:51 am



@AlaiaWilliams: @INDIEbusiness and sometimes telling a client I'll be free later actually WORKS with their time frame better #Handmadechat

October 21, 2011, 12:51 am



@AlaiaWilliams: A9(a) if it brings you peace of mind - do it. Whenever possible, I give separate logins to assistants #Handmadechat

October 21, 2011, 12:51 am



@CathyWebSavvyPR: @AlaiaWilliams I agree - I just know that VA's are ppl who like 2 help. I know some who overbooked themselves. good answer #HandmadeChat

October 21, 2011, 12:52 am





**@AlaiaWilliams:** A9(b) I've never done it, but had one client do a check and another keep a copy of my license **#Handmadechat**

October 21, 2011, 12:52 am



**@CathyWebSavvyPR:** RT **@AlaiaWilliams @INDIEbusiness** and sometimes telling a client I'll be free lat actually WORKS with their time frame better **#HandmadeChat**

October 21, 2011, 12:52 am



**@AlaiaWilliams:** A9(c) if they freak out that you want to do either of those things, that could be a potential red flag **#Handmadechat**

October 21, 2011, 12:52 am



**@CathyWebSavvyPR:** RT **@INDIEbusiness:** Q9: SINCE VAs OFTEN ACCESS USERNAMES, PASSWORDS, SHOULD WE DO A BACKGROUND CHECK BEFORE HIRING? **#HandmadeChat**

October 21, 2011, 12:52 am



**@CathyWebSavvyPR:** RT **@AlaiaWilliams:** A9(a) if it brings you peace of mind - do it. Whenever possible give separate logins to assistants **#HandmadeChat**

October 21, 2011, 12:52 am



**@INDIEbusiness:** Q10: DO YOU RECOMMEND USING OVERSEAS VIRTUALASSISTANTS, WHO CAN BE LESS EXPENSIVE THAN US ONES? ANY DRAWBACKS? **#handmadechat**

October 21, 2011, 12:54 am



**@CathyWebSavvyPR:** A9: I know of a few VA types who did some questionable things to 2 client's blogs. Keep an eye on ppl, change passwords after **#HandmadeChat**

October 21, 2011, 12:54 am



**@AlaiaWilliams:** **@CathyWebSavvyPR** very smart (changing passwords) **#Handmadechat**

October 21, 2011, 12:55 am



**@AlaiaWilliams:** A10(a) depends on your stance and your biz. Can a non-native speaker accomplish what you want? **#Handmadechat**

October 21, 2011, 12:55 am



**@INDIEbusiness:** Q10: DO YOU RECOMMEND USING OVERSEAS **#VIRTUALASSISTANTS**, WHO CAN BE LESS EXPENSIVE THAN US ONES? ANY DRAWBACKS? **#handmadechat**

October 21, 2011, 12:55 am





@CathyWebSavvyPR: A9 most #virtualassistant's are great, but there are a few bad apples, not really VAs just ppl trying 2 make a buck, badly #HandmadeChat

October 21, 2011, 12:55 am



@AlaiaWilliams: A10(b) i need A+ english writing & speaking from anyone making contact on my behalf #Handmadechat

October 21, 2011, 12:55 am



@CathyWebSavvyPR: RT @INDIEbusiness Q10 DO YOU RECOMMEND USING OVERSEAS VAs, WHO CAN BE LESS EXPENSIVE THAN US ONES? ANY DRAWBACKS? #HandmadeChat

October 21, 2011, 12:56 am



@AlaiaWilliams: A10(c) I've never gone overseas and prob wont #Handmadechat

October 21, 2011, 12:56 am



@CathyWebSavvyPR: RT @AlaiaWilliams: A10(b) i need A+ english writing & speaking from anyone making contact on my behalf#HandmadeChat

October 21, 2011, 12:56 am



@AlaiaWilliams: A10(d) friend of mine has a manufacturing biz, uses VAs in Asia and LOVES them #Handmadechat

October 21, 2011, 12:56 am



@CathyWebSavvyPR: RT @AlaiaWilliams: A10(d) friend of mine has a manufacturing biz, uses VAs in A and LOVES them#HandmadeChat

October 21, 2011, 12:57 am



@INDIEbusiness: Q11: FINAL WORDS OF WISDOM FOR #HANDMADE BUSINESSES HIRING #VIRTUALASSISTANTS? #handmadechat

October 21, 2011, 12:57 am



@CathyWebSavvyPR: RT @INDIEbusiness: Q11: FINAL WORDS OF WISDOM FOR #HANDMADE BUSINESSES HIRING #VIRTUALASSISTANTS? #HandmadeChat

October 21, 2011, 12:58 am



@AlaiaWilliams: A11(a) have at least a little idea of what you want before you start looking #Handmadechat

October 21, 2011, 12:58 am





**@AlaiaWilliams:** A11(b) a good VA will ask questions about YOU and can help you work on your list as well **#Handmadechat**

October 21, 2011, 12:58 am



**@bellafaith:** RT **@AlaiaWilliams** a good VA will ask questions about YOU and can help you work on your list as well **#handmadechat**

October 21, 2011, 12:59 am



**@AlaiaWilliams:** A11(c) don't be afraid to delegate. Start slow, try someone out for a few hours and then decide **#Handmadechat**

October 21, 2011, 12:59 am



**@AlaiaWilliams:** A11(d) if you've been thinking about hiring a VA, you could probably use one :- ) **#Handmadechat**

October 21, 2011, 12:59 am



**@INDIEbusiness:** Was this interview helpful? Tomorrow, get the full transcript of our chat with **@AlaiaWilliams**! Follow **@handmadechat** for info! **#handmadechat**

October 21, 2011, 12:59 am



**@INDIEbusiness:** Thank you to professional assistant and organization coach **@AlaiaWilliams** **#handmadechat**

October 21, 2011, 1:00 am



**@AlaiaWilliams:** Hope the info helped! And I'm always hanging around twitter if you have questions :- ) **#Handmadechat**

October 21, 2011, 1:00 am



**@annsherbals:** Thanks everyone for all the suggestions and insight **#handmadechat**

October 21, 2011, 1:00 am



**@INDIEbusiness:** The mission of **#HandmadeChat** is to help #indies and #creatives make more money selling the products they make. **#handmadechat**

October 21, 2011, 1:01 am



**@AlaiaWilliams:** You can also drop me a message here:<http://t.co/JCsxCfF0> **#Handmadechat**

October 21, 2011, 1:01 am



**@CathyWebSavvyPR:** RT **@INDIEbusiness:** Thank you to professional assistant and organization coach **@AlaiaWilliams****#HandmadeChat**

October 21, 2011, 1:01 am  



@SarasSoaps: @cathywebsavvypr @AlaiaWilliams A10(b) They must have SUPERIOR writing skills. I proofread & try for perfect spelling/grammar **#handmadechat**

October 21, 2011, 1:01 am  



@AlaiaWilliams: @INDIEbusiness great to connect with you! hope it was helpful! **#Handmadechat**

October 21, 2011, 1:01 am  



@CathyWebSavvyPR: RT @AlaiaWilliams: A11(c) don't be afraid to delegate. Start slow, try someone out for a few hours and then decide **#HandmadeChat**

October 21, 2011, 1:01 am  



@AlaiaWilliams: @INDIEbusiness thanks for having me! it was my pleasure! **#Handmadechat**

October 21, 2011, 1:01 am  



@annsherbals: @INDIEbusiness Go Indies! **#handmadechat**

October 21, 2011, 1:01 am  





@INDIEbusiness: Join us next week for another fun, informative chat; topic TBA. Follow [@handmadechat](#) for details! **#handmadechat**

October 21, 2011, 1:01 am  



@CathyWebSavvyPR: RT @INDIEbusiness: The mission of **#HandmadeChat** is to help #indies & #creatives make more money selling the products they make

October 21, 2011, 1:02 am  





@AlaiaWilliams: @SarasSoaps I'm the same way! need an assistant with great writing skills **#Handmadechat**

October 21, 2011, 1:02 am  




@CathyWebSavvyPR: RT @INDIEbusiness: Join us next week for another fun, informative chat; topic TBA. Follow [@handmadechat](#) for details! **#HandmadeChat**

October 21, 2011, 1:02 am  



@HandmadeChat: RT @annsherbals: @INDIEbusiness Go Indies! **#HandmadeChat**

October 21, 2011, 1:02 am  



@CathyWebSavvyPR: RT @AlaiaWilliams: You can also drop me a message here: <http://t.co/CCxCMJRv> #HandmadeChat

October 21, 2011, 1:02 am



@SarasSoaps: Thanks @INDIEbusiness for setting this up, and thank you, @AlaiaWilliams for taking the time to provide great information! #handmadechat

October 21, 2011, 1:04 am



@AlaiaWilliams: @SarasSoaps you're welcome! great meeting you! #Handmadechat

October 21, 2011, 1:06 am



@CathyWebSavvyPR: thanks 4 great convo on VAs Host: INDIEbusiness Guest: AlaiaWilliams; Peeps @annsherbals @SarasSoaps@bellafaith @NatGoodSoaps #HandmadeChat

October 21, 2011, 1:08 am



Consultants

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