



**MiPA**

AWARD WINNING PA  
& CONCIERGE SERVICES

SERVICES  
GUIDE

[WWW.MI-PA.CO.UK](http://WWW.MI-PA.CO.UK)



## WELCOME TO MI PA

Mi PA specialise in working with business owners and entrepreneurs, taking care of all of your administrative needs and freeing you up to focus on doing what you do best.

Based in Manchester, we've won multiple awards since we started back in 2007, and been trusted by several high profile figures for our high quality, professional and efficient service.

If you'd like to know that someone you trust is taking care of everything; from bills to bookings, presents to

parties, without worrying about them making additional commission off you, or ripping you off, we should talk.

Every client is different, so we don't have a 'one size fits all' approach. Instead, we'll tailor our service to precisely meet the needs of you and your business.

To find out just some of what we can help you with, have a quick look at this brochure, and then give us a call on 0161 820 6080 to set up a Discovery Call.

*Emma Mills*

DIRECTOR MI PA

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# FOCUS ON THE FUN STUFF

Get out of your own way, focus on what you enjoy most, brings the highest value and biggest return. You know those days when you are in flow? There isn't any friction and you know that you are spending your time on what you do best...

We can help you to Focus on the Fun stuff by looking after tasks like these:



## EMAIL

- Inbox management. Your inbox and Support inboxes. Don't let your inbox become a list of someone else's to do's and priorities.



## DIARY MANAGEMENT

- Appointment Setting / Coaching Calls / Delivery of Service / Internal Meetings / 1-2-1's / Strategy & Boardroom Sessions / New Enquiry & Customer Calls / Re-Occuring Events / Renewals / Insurance / MOT's / Appointments / Dr's



## CUSTOMER SUPPORT

- Support Desk / Triage / Online Chat / Manage and Action Support Tickets



## MAKING SALES

- New Enquiries / Quotation / Follow Up from Enquiries / Orders / Send Emails from CRM / Follow Up After Events



## FINANCIAL

- Invoicing / Chase Invoices / Purchase Orders / Bank Statement Uploads / Reconciliation / Making Payments / Making Purchases



## RESEARCH

- Pricing / Locations / Companies / Markets



## RECRUITMENT

- Placing Ads / Filter Candidates / Telephone Interviews



## EVENTS & TRAVEL

- All Business Travel / Check In & Itineraries / Personal Travel & Holidays / Company Events – Xmas, Team Building



## PURCHASES

- Shopping / Flowers / Collection and Delivery / Weekly Shopping



## SOCIAL MEDIA

- Posting from Content / Online Chat / Monitor for Engagement and Respond



## DOCUMENT CREATION

- Minute Taking / Transform Doodles and Sketches to Company Documents



## THE FAMILY ASSISTANT

- School Management / Arranging Birthdays and Princess Parties / Kids Clubs and Classes / Recruitment of Staf to Help with Family Life / Laundry & Clothes Cleaning / Gift Finding / Nurseries / Liaison with School for Homework, School Days, Holidays & Fees / House Moves

## PRAISE FROM OUR CLIENTS



“ Everyone at Mi PA is incredibly helpful and a great addition to any team!! Emily has been really helpful and can't recommend the service enough. She's freed up my time to be able to focus on the areas that I can grow the business. Great at handling calls, emails and is much better at formatting documents than I'll ever be!!

*Mike Hampson - N&K Property*

”



“ Mi PA have it sorted! From calls, emails and social media, the team have handled our enquiries and helped our little team grow. Really pleased and as a business owner massive weight off my mind that this important part of our business is being well looked after!

*Chris Rees – Rees Leisure*

”



“ I've found working with Mi PA a fantastic experience, They are very astute and deliver exactly what it says on the tin. I hope to be using them for many years to come

*Chris Worden – 1st Business Rescue*

”



“

*Wow if there were more stars I would give them.  
Mi PA is a wonderful resource for us giving us flexibility  
in the office and allowing us to get more stuff done.*

”

*Naomi Showman - Meadow Blinds & Lifestyle Blinds*



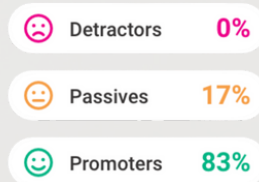
“

*So easy to use and integrate into my business.  
Quick setup and the work starts immediately so very low  
setup/training times.*

”

*Shaunak Upadhya - Omvits*

**Google**  
Reviews  
4.8 ★★★★★



**World Class Rating**

# FAQs

## ABOUT OUR SERVICES

You will have a dedicated PA that you work with 99% of the time. Our PA support is about providing you with resource and support 7 days a week, so they are part of a trained team who are always available to support you.

Your PA is experienced in supporting business owners and entrepreneurs and is also trained internally in 'Mi Academy'. After an initial 2-month course and ongoing monthly training, our team are trained to be exceptional support PA's.

### • ***How can I contact my PA?***

In whichever way suits you best. Lots of clients favour WhatsApp, but we'll agree on the method you're most comfortable with and make it happen.

### • ***How will you know how to support me best?***

From the moment we start working together. we log all information that you provide us, building up a picture of your specific needs and the way you like things to be done - you will only ever have to tell us something once

### • ***How confidential is your service?***

Your dedicated PA has a confidentiality agreement in place as part of their employment with Mi PA and we can also sign an NDA directly with you.

Any information you provide to us including personal ID, payment methods and passwords will be stored in our secure and encrypted password management software.

# NEXT STEPS

## WITH MI PA

01

### LET'S MEET

We will meet via Zoom to understand exactly how we can best support you. At that point, you'll also meet your dedicated PA, we'll start to gather all of the information that we need to support you best, and understand what your necessary investment is to ensure we deliver that support.

02

### BUILDING SYSTEMS AND PROCESSES

From the moment we start working together we log all information that you provide us, building up a picture of exactly what you need, what you like, what you don't like, and so on and so forth. We'll very quickly develop an understanding that'll allow us to work along in the background, making your life easier, reducing your stress and helping you have more fun.

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### REGULAR PROGRESS UPDATES

We'll be in regular contact with you to ensure you feel supported and will have the opportunity to rate and review your PA so we can consistently improve our service levels to your unique requirements.

READY TO GET STARTED?





# MiPA

TO GET STARTED, BOOK IN  
YOUR DISCOVERY SESSION BY  
CALLING US ON 0161 820 6080,  
TEXT OR WHATSAPP VIA  
07807 673 465 OR EMAIL  
EMMA.MILLS@MI-PA.CO.UK

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