VIRTUAL ASSISTANCE COHORT 21B

DUE DATE: 6TH JUNE 2021

WEEK 2 ASSESSMENT QUESTIONS: BIDDING TOOLS, PLATFORMS & ASSESSMENTS

1. Define the term conflict with regard to online work. **conflict is a misunderstanding among individuals, groups, and or self.**

2. You have worked with The Priceless Project for a previous project and delivered on the TAT (Turn around Time), they hire you for another project and give you a specific deadline. Unfortunately, your computer crashes and you are not able to deliver in the stipulated time.

    i. What type of conflict is this and why**?substansive, bacause it is adisagreement over the goals or aims of the group, how they are to be pursued, and the means for their accomplishments.**

    ii. How would you resolve this?**appologize calmly discuss possible resolutions**

3. You have completed your work on Upwork and submitted it to the client on time. However, you notice that they have not paid you as agreed. On checking their profile, they are not a "verified" client.

    i. How will you resolve this conflict?**Talk together and find agreement**

    ii. How do you avoid such an occurrence in the future?**Provide guidance before starting any project**

4. "Your profile picture is very cute. I would like to engage you to offer me virtual assistance services and other extras. Payment is not an issue." Kindly respond to this client while observing netiquette as discussed in class. **Hi Mr ...I appreciate for this opportunity to work with u, for clarity, I will charge you depending on the work i deliver to you.Thank you.**

5. A client with a lucrative offer wants to hire you for a gig, however, you have never taken up such a task before. What do you do?

    a. Take up the job and give it to someone else?

    b. Take up the job and just go with the flow?

    c. Be honest with the client and offer to take up the job?

    d. Ignore the client all together because you do not know what they are talking about.

6. List down 5 netiquette practices that a V.A should possess to make them successful online workers.**Respectful language,respect people privacy, be direct when having a conversation with a client, be a good listener,respond to client in timely manner**

7. You have just completed the Ajira Digital training and mentorship program and you want to start earning as soon as possible. An experienced online worker wants to sell you their account since it has great reviews.

    i. What do you do? Accept or decline?**decline**

    ii. Give reason for your answer **Upwork will disable the account immediately and flag that device because it is against upwork terms of service**

8. You have successfully secured your first online job. You realize that you cannot complete the task within the required time. Explain some of the actions you would take to avoid conflict with your client.**inform the client, request for more time,work to finish the work on the new deadline**

9. Write a simple job proposal/cover letter to be used in bidding for a V.A job that requires an online tutor required to work 12 hours a week for six months. The report should include Your skills, preferences, hourly rate, and preferred working hours. Be creative but realistic.

My city,state,zipcode

My phone numer

My email

date

contact nam

title

company name

Address

My city,state,zipcode

Dear comtact person,

I am writing to apply for a virtual assistance position,I am a virtual assistance by profession and I believe my knowledge and skills makes me a competitive canditdate.
I am a self_motivated,attentive to detail and result oriented individual with with experience of a wide range of online work.
I value my clients work and also expect the same from them by timely payment which should be immediately after compliting my task.I will charge $30 per hour.
Thank you for your consideration.

yours sincerely,

A.W.K