

# Range of Services

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## Administration and Business Support

- **Financial admin:** income, expenses (logging receipts etc), invoicing (sales & purchasing), credit control (sending and chasing payments).
- **Client communication:** answering and making phone calls, organise and prioritise emails, respond to enquiries, and flag important messages for attention.
- **Holiday & sickness cover:** Temporary in-house cover or virtual assistance.
- **Document Design:** document creation, editing, formatting, creating professional presentations, flyers, orders of service, newsletters, brochures for client meetings, tenders, contracts, proposals, reports and document packs.
- **Document Management:** Typing up letters, reports, memos, spreadsheets, presentations and other business documents.
- **File organisation (digital & physical):** any documents to ensure they are organised and easily accessible.
- **Follow-Ups:** enquiries and pending actions to ensure timely completion.
- **Calendar Management:** schedule appointments, meetings, and other events.
- **Customer Relationship Management (CRM):** organise, entering client information, updates, clean-ups – removing duplicates and outdated information, maintain client database ensuring accurate and up-to-date records.
- **Minute taking:** capturing meeting details and documenting discussions, recording and summarising notes and writing meeting minutes.

## Marketing Support, Web Design and Social Media

- **Marketing plan and strategy:** Assisting with a full marketing plan, strategy and a brand voice document will be provided.
- **Social media channels:** setting up Facebook, Instagram, LinkedIn and other social media business pages ensuring they are fully optimised.
- **Social media content:** planning and organising in advance, ensuring a consistent branding and posting schedule.
- **Web design:** using templated sites such as Ionos, Wix and Squarespace.
- **WordPress Support:** Uploading, formatting, editing text, images, and layout on existing pages to keep content fresh and relevant.
- **Branding support & visual assets:** Canva and Adobe graphic design (flyers, brochures, orders of service, business cards, newsletters, presentations, tender documents, downloadable guides, infographics, social posts and graphics) for both digital and print.
- **Email marketing:** assisting with email marketing campaign design, set up and CRM integrations.

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## Event Support & Delivery

- **Event Type:** virtual, hybrid, and in-person corporate or sponsorship events and conferences.
- **Setting the Budget:** Estimate all potential costs (venue, food, marketing, staff, etc.).
- **Defining goals and objectives:** (who is the audience and purpose of the event?)
- **Theme and branding:** Design the look, feel and marketing materials.
- **Vendors and venue sourcing:** researching venues and suppliers such as caterers, tech providers, entertainers etc.
- **Creating a plan:** develop timelines, deadlines and project plan.
- **Program:** outline the schedule/itinerary, speakers and entertainment.
- **Marketing & Promotions:** any advertising, social media, guest list coordination, sending RSVPs, ticketing and sign-up systems.
- **Logistics:** Plan for A/V, transport, accommodation, permits, and supplies.
- **On the day support:** manage setup, execution, and troubleshooting.
- **After-event follow-ups:** Send thank-you, gather feedback (surveys), and evaluate success.

Flexible admin and marketing support for  
professional services, tradespeople  
and businesses.

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**Business  
Support  
Services**  
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