



## Hess Business Professionals & Associates LLC

Award Winning Service Provider  
Detroit Metropolitan Area  
888-499-5530

### Davinci Report

Prepared by: Rhonda Holscher, LEC

A call was made to Davinci to research whether or not they worked with foreign or English speaking VA's and to ascertain their services and what type of competition they presented to Hess Business Professionals & Associates LLC.

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The call was made on December 30, 2010 by me (Rhonda Holscher) the Lead Executive Coordinator of Hess Business Professionals & Associates LLC.

On the first call Rhonda spoke with the receptionist and she was unable to answer questions. A message was taken and the call is to be returned.

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The call was returned to me on December 30, 2010 by Melissa.

After speaking to Melissa I was able to ascertain this information:

They work with teams of 3 to 4 assistants that are available to your business from 8 a.m. to 8 p.m. EST.

They will walk you through a detailed call script to customize your phone script.

For \$99.00 per month this includes:

- 1 toll free number
- 1 local number
- E-fax services
- Answering customer service questions
- Making outbound calls to you
- Schedule appointments for you

No outsourcing, all work is done locally in their main office which is in the US. I can't remember where she said that was but it was a state in the US.

44648 Mound RD, #122 \* Sterling Heights, Michigan 48314  
(Ph) 888.499.5530 (Email) d.hess@hbpassociates.biz (Web) www.hbpassociates.biz

There are some subtle accents, but Melissa reassured me that they are all from America and they are very picky about who they hire.

Melissa is going to prepare a proposal and email it to me. Once I have received the proposal I will forward that on to Diane Hess, Sr. Executive Officer of Hess Business Professionals & Associates LLC.

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Proposal received via email from Melissa Michel, Sales Executive at Davinci Virtual. Please details of that correspondence below:

Hello Rhonda,

It was great to hear from you about Davinci's live receptionist support. I might be biased, but I think Davinci really stands out among the competition. My clients tell me that our virtual office services really pay for themselves. We can really customize the services below to match whatever you had in mind. Check them out and give me a call at ...

Another important thing to consider is that you could go with an impersonal call center with hundreds of agents answering calls for thousands of clients. This typically equates to long hold times as well. Davinci provides you with your own dedicated team of 3-4 friendly and professional receptionists, ensuring all your calls are answered instantly and handled perfectly. This approach guarantees that Davinci will sound like a seamless extension of your own staff, so you can focus on growth. Davinci does more for less, check out our features below.

#### Live Receptionists Just \$99/month

- Live team of professionals to handle incoming calls
- Coast to coast live answering (8am-8pm EST) & automated answering after-hours
- Call forwarding with caller ID to unlimited number of people or extensions
- Call announcing and screening
- Toll-free & local phone and fax numbers included
- Appointment setting & calendaring included
- Caller order processing also included
- Outbound customer service or sales calls
- Caller tracking & information logging
- Conference call platform for 32 participants
- Voicemail, and voicemail to email
- eFax with fax to email
- Month to month contracts
- No deposits!
- Real time usage report and call history

Davinci's live receptionist services are designed to project the best possible image for your business; all without the overhead. To obtain your receptionist support today, sign up online at <https://www.davincivirtual.com> or fax back the attached proposal to me at 877-990-4251 to get started.

Please give me a call at to discuss the next step.

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**VIRTUAL OFFICE CLIENT SERVICE AGREEMENT**  
 Davinci Virtual, L.L.C. 888-863-3423 [www.davincivirtual.com](http://www.davincivirtual.com)

**DAVINCI**

Agreement Date: January 4, 2011

PLEASE FAX COMPLETED AGREEMENT TO 877-990-4251

**1. Client Information**

Business Name: Hostler, Rhonda Telephone: (513) 843-4881  
 Contact Name: Rhonda Hostler Cell Phone/Pager: \_\_\_\_\_  
 Title: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Address: \_\_\_\_\_ E-mail: hostler00@gmail.com  
 City: \_\_\_\_\_ Type of Business: \_\_\_\_\_  
 State: \_\_\_\_\_ Zip: \_\_\_\_\_ Referred by: \_\_\_\_\_

**2.A Virtual Office Package(s): (Please select all that apply)**

- Live Receptionist \$99.00/mo**
- Live dedicated team of professionals to handle incoming calls
  - Coast to coast live answering (8am-8pm EST) and automated answering 24x7
  - Call forwarding to up to 95 people, departments, or phone numbers
  - Call announcing and screening
  - 2 Toll-free or local phone/fax numbers included (or work w/ existing #s you have)
  - Appointment setting, calendaring, and scheduling included (syncable calendar)
  - Order processing and sales order taking capabilities included
  - Outbound customer service or sales calls included
  - Follow-me/find me service, and schedule based forwarding
  - Efax with fax to email
  - Main company voicemail box with voicemail to email capability and msg notification
  - Receive voicemail via email
  - Email address (yourname@davincivirtual.com)
  - Conference Calling platform (host 95 participants at once)
  - 3,000 seconds of live answering receptionist time
  - 15,000 seconds of free long distance time included (in US, Canada, UK, and more)
  - Ability to upgrade retroactively if needed
  - Web based calendar, contacts, and task list (access to appointments in real time)
  - Real time usage report and call history

Notes/ Comments:

**2.B Optional Add-On Products (Please select all that apply) NOTE: Add-On Products can only be purchased with main product purchase from section 2A**

No applicable add-on products available/requested

**3. Summary of Terms**

Initial Term: 6 Months for locations and month to month for communications	Commencement Date:	Initial Termination Date:
Monthly Service Fee:		
Security Deposit/Retainer:	Waived	
Live Receptionist Set-up/Customization Fee:	\$75.00	
Address One-Time Opening Fee:	N/A	

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Card Type: _____	Name on Card: _____	Security Code: _____
Credit Card Number: _____	Expiration Date: _____	

I (We) hereby authorize Davinci, to initiate debit entries for the above monthly fees as stated and any variable fees incurred to my (our) credit card as indicated above at the depository named above, hereinafter called DEPOSITORY, to debit the same to such account. This authorization is to remain in full force and effect until Davinci has received written notification from me (or either of us) of its termination in such time and in such manner as to afford Davinci and DEPOSITORY a reasonable opportunity to act on it. We are Davinci Virtual, L.L.C., of 2150 South 1300 East, Suite 350, Salt Lake City, Utah 84106. This Agreement incorporates our Terms of Service as seen online at [www.davincivirtual.com](http://www.davincivirtual.com) which you confirm you have read and understood. We both agree to comply with those terms and our obligations as set out in them. FOR VALUE RECEIVED, the undersigned, jointly and severally, unconditionally guarantee the prompt and faithful execution and performance by Client of all of the obligations of Client set forth Client Service Agreement and any modifications, holdovers, renewals, or extensions of said Agreement.

Name <b>Rhonda Hostler</b> _____ (printed)	Name <b>Melissa Michel</b> _____ (printed)
Date _____ (printed)	Date _____ (printed)

SIGNED BELOW on your behalf— As Officer for Client andamp; as an Individual

SIGNED BELOW on our behalf—Davinci

**In conclusion** if their service is of good quality then this is an excellent resource to have for those who need a virtual receptionist. If we were to offer this service further research would need to be done in order to incorporate a call system that would allow us to have our virtual assistants working from anywhere as we do not have one office location where they work from.

Research and Report completed by:



Rhonda Holscher  
Lead Executive Coordinator  
Hess Business Professionals & Associates LLC