



## Task Complete FAQs

At Task Complete, we are always happy to share about our services and how we can support our clients. We love an inquiring mind! Here are some of our most common FAQs...

### Who is Task Complete?

Together, we are a full-service lifestyle management company. Task Complete helps individuals and small businesses work more effectively and have time left for the things they enjoy the most! Whether that's family time or focusing on the growth of their own companies. We cater to busy families, working professionals, entrepreneurs who are growing their own businesses and seniors who need an extra hand! Our niche is those who need more time and support in their lives while struggling to balance home and work in the Bucks County area.

### What is a Personal Concierge?

A personal concierge is someone who can efficiently manage your To-Do list. From running time consuming errands to making phone calls and **organizing your home**, a concierge has one focus in mind... YOU! Working with a company such as Task Complete, allows you to create an ongoing relationship with your very own "concierge" while still having the back up and resources of an ENTIRE TEAM! Together, we provide professional, reliable, confidential and personalized services.

### Who uses our services you may ask?

We work with driven people who need more time and less stress in their life, BUT who are willing and OPEN to receiving support! ☺ You see, not everyone is brave enough to ask for and ACCEPT help! We like to recognize that each of our clients is unique and has unique needs. Our clients range from busy CEOs to single dads, single moms, business owners, busy families, and seniors. Some clients rely on our services weekly while others schedule their concierge once a month or only during high demand times like during travel or over the holidays.

The beauty of our business model is that we are here for you when you need us!

### How does someone work with us?

It starts with a simple conversation - on the phone or even in person. You tell us what your unique life situation is like and we will create a way for you to offload some of your tasks so that you can achieve a calmer, more efficient lifestyle. We will then review this plan with you to ensure you are receiving all the support you need, whether directly from Task Complete or one of our preferred vendors. That's all it takes. A simple conversation starts the ball rolling.



### You may be wondering... How much does it cost?

The answer is, it depends on what you need. Are you looking for long term, regular assistance? Do you need help for just a couple of hours? Do you have a short term project that will be complete in a couple of



visits? Do you need help on and off throughout the year?

The beauty is that we offer packages for EVERY need and EVERY Budget! Some of our packages start at \$120 whereas people and companies who are master delegators may buy a 30 hour a month membership that is \$1200. As you can see, a solution for EVERY need!



### **Will I get the same personal concierge every time?**

One of the secrets to WHY we are so successful is that we take client and concierge “matching” very seriously! Not only do we make a “technical” match but more importantly, we believe that a “personality” match is what has clients stay with us for years. 😊 So, YES you DO get the same concierge. We know that working with the same person routinely builds trust and confidence. But when your person is on vacation or isn’t available, you also have the support of an entire team that have one goal in mind – HELPING YOU!

### **Who are the people on the team?**

All of our team members live local and ARE local! You may even bump into one of us at McCaffrey’s, at Target or the Vault for a cold one! We are all-natural caretakers who enjoy doing for others. Each team member goes through a RIGOROUS hiring process and background check before even being considered. And don’t worry, we are also fully insured and bonded too (for both our client and our own protection).

### **Are your services confidential?**

Your personal information is kept in complete confidence. We have several clients who like to keep that fact that they use our services as a SECRET, and we can totally honor that! A confidentiality clause is always available to our clients so that they feel assured their proprietary and personal information is kept confidential. We know that you have to trust the person who comes into your home and sees your finances, tax records, dirty refrigerator (don’t worry, we’ll wipe up the spilt milk) and folds your laundry.

### **How do I do this? I don’t know how to delegate. I like being “in control.”**

We completely understand!! This is a very common concern many of our clients have agonized over! We often have clients who reach out to us and feel as if they have been “defeated” because they are asking for help. We love you, honor you and respect you!! Better yet, we congratulate you for stepping out of your fear and allowing the support to come in your life as you deserve it.

When we work with new clients who are still a little uneasy, we start off slow by relinquishing just 1 or 2 daunting tasks at first. Once you become familiar with the process and feel the immediate relief of having support in your life, the process becomes very freeing!



Many of our clients started just like this... delegating just 1 or 2 things then quickly have us take on more and more of the mundane tasks they don't have time to do, don't like to do or don't know how to do. Our goal is to build a rapport and to be able to anticipate your needs.

**I feel completely overwhelmed with multiple aspects of my business and personal life. Can you help with that?**

Our years of experience and skills allow us to complete your tasks quickly and efficiently so you are able to focus on what is most important to you. Our services are ideal for these situations. We have the capacity to support both your personal and business needs.

**How does billing for services work?**

Our services are billed on an as-needed or retainer basis. That decision will be made by you during our consultation. The added bonus for you - you do not have to cover us with worker's comp or take taxes out of our fees. We work as an independent contractor for you. We also encourage all of our clients to seek the advice of their tax professional as many of our clients use our services within their business as a tax-deductible service. Can you say "Bazinga!!"

**What forms of payment do you take?**

Our payment preference is with a credit card. Many of our clients have us keep a credit card on file so that we can bill them on a regular basis as needed or as scheduled. We will consider payment by check in some scenarios.

**What if I need help but I don't live in your area?**

If we can't help you long-distance or virtually, we have resources across the globe to reach out to. We would best be able to assist you once we have that initial conversation to find out exactly where you are located and what your current needs are.

**Ok... I am ready!!! How do I start?**

You can simply email us at [Info@TaskComplete.com](mailto:Info@TaskComplete.com) to set up a time that is convenient to have a chat about what your needs are. OR simply give us a call at 717-746-TASK.

And if you know anyone who can use our services please share our information. **We LOVE referrals!**

I hope that I've answered all of your questions about Task Complete and how we work with our clients. If I missed any, please reach out and ask us! We are always happy to chat with you.

*XO- Kelly and Team TC*



717-746-TASK

[www.taskcomplete.com](http://www.taskcomplete.com)