

# How can PA Answer support your business?



t: 0333 800 0085

e: [mycalls@paanswer.com](mailto:mycalls@paanswer.com)



# About Us

PA Answer is a multi-award winning business support provider based in Ely, Cambridgeshire. From our office on St Mary's Street, PA Answer delivers a wide range of admin and business support services which provide an increase in sales and growth for your business. From our office on St Mary's Street, PA Answer delivers a wide range of admin and business support services which provide an increase in sales and growth for your business. Our small, personalised team gets to know you and your clients - we're not a large call centre environment.

PA Answer's USP is delivering outsourced support with exceptional customer service. Because you only pay for the services you need, when you need them, it is a cost effective solution so you and your in-house team can focus their attention in other areas of your business. One of the key benefits of our services is that we are not effected by staff sickness within your business. This ensures you never lose clients to your competitors.

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# The Team

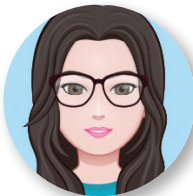
**Jade Raymond**  
Managing Director  
and Owner



**Keziah Harrison**  
Team Leader



**Bethny Coggins**  
Office  
Manager



**Charlie Renolds**  
Senior  
Receptionist



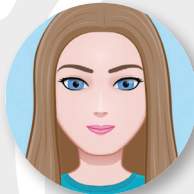
**Lauren  
Stocker**  
Virtual  
Receptionist



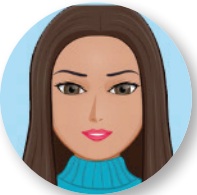
**Neave  
Richardson**  
Virtual  
Receptionist



**Chloe Smith**  
Virtual  
Receptionist



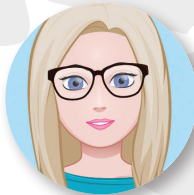
**Abbie Da  
Silva**  
Virtual  
Receptionist



**Paige  
Saunders**  
Virtual  
Receptionist



**Amy Smith**  
Apprentice  
Virtual  
Receptionist



# Our Services



**Telephone  
Answering**



**Diary  
Management**



**Email  
Marketing**



**Holiday  
Cover**



**Outsourced  
Book Keeping**



**Email  
Management**



**Transcription  
& Typing**



**Business  
Continuity**



**Text  
Marketing**



**Social  
Media PA**



**Live Chat**



**Minute  
Taking**



**Telemarketing**

# Statistics

**281,000+**

Number of calls  
answered by our  
Virtual Receptionists

**3 rings**

Average ringing time of  
calls picked up  
by PA Answer

**280,000+**

Messages delivered  
by our  
Virtual Receptionist

**85,000+**

Number of orders  
processed by our  
Virtual Receptionists

**50,000+**

Number of outbound calls  
made by our  
Virtual Receptionists

**3000+**

Number of customers who  
have chosen to work with  
PA Answer



# What Our Customers Say

“The girls from PA answer are very polite, helpful and friendly and we have been using their services for years now. I would 100% recommend this company and have done on multiple occasions. Every time I have to speak to the girls, they are a great help and our customers are always letting us know how polite and helpful they are.”

**Jamie, MoveWells Removals**

“First class service, by a first class team. It doesn't matter what sort of day they're having, the team is always cheerful and always puts your business first. I'll get comments from clients saying, 'I spoke to your lovely receptionist' or 'polite, friendly, bubbly.' Continually keeping their standards very high. It wasn't a case of a standard set during the trial or in the early days which has then dropped.”

**Neil Burgess, Burgess Computer Services Ltd**

“They're very good. They answer the calls politely and in a professional manner. (The best thing about PA Answer's service?) The politeness and professionalism of the girls (PA Answer's Virtual Receptionists) that answer the calls.”

**Alan Boyle, Director of OFAS (Office Furniture Advisory Service)**

# What Our Customers Say

“From the get-go, all the conversations we had when setting up, Jade was always there with prompt responses, and, when we had any issues, she was on top of them. The ease of setting up and implementing the service along with the great customer service initially provided by Jade Scrivener (PA Answer’s General Manager).”

“(the best thing about PA Answer?) The customer service and professionalism of everyone, the team as a whole are great.”

**Yogesh Ramloll, Operations Manager at Vortex 6**

“What I really like about PA Answer is that they give you a specific PA to look after your calls, so they answer the phone just like they’re from your business.”

**Greg Hoffmann**

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“Great telephone answering service from PA Answer. Their brilliant service means we are confident that when we aren’t available, our calls are being taken care of by our friendly, efficient PA Answer PA. Clients often comment on how helpful and professional our ‘receptionist’ is. We couldn’t run our business without them.”

**Kate Everett, The Write Impression**

“PA Answer provides a fantastic telephone answering service, the team are first class. Now I can stop answering my phones and get back to building my business.”

**Duncan Bolt, Cambridge Fitness**

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“The National Extension College has worked with PA Answer for a number of years. The team are responsive and committed to providing a high quality service. The face to face partner reviews are important and ensure that the requirements are constantly reviewed and the communication between us and PA Answer is regular. A highly necessary service which ensures consistent response to customer enquiries.”

**Esther Chesterman**

“A truly great service provided by the team at PA Answer and very professional. Great to know that all the calls I miss are taken care of with such efficiency with text and email notifications to me and customers get to speak to someone not just a voicemail when they call.”

**Geoff Gill**

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“I have used PA Answer for several years and the service is exceptional. They are helpful and customers are happy to leave messages.”

**Jason Edworthy**

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“Thanks guys, no ‘I’ in ‘Team’ without you guys the dream doesn’t work  
**Changing property.com**



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