

# How can PA Answer support your business?

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# About Us

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PA Answer is an Ely-based business support provider. From our headquarters on St Mary's Street, PA Answer delivers a wide range of admin, business support and growth services such as telephone answering, debt chasing, SMS text marketing, transcription and minute taking, and diary and email management. In short, services usually provided by in-house reception, PA or administrative staff. Instead, each service is delivered by PA Answer's team of friendly, professional Virtual Receptionists.

PA Answer's USP is delivering outsourced support with exceptional customer service. Because customers only pay for the services their Virtual Receptionists actually deliver, PA Answer offers businesses the opportunity to deliver a continuous, consistently high level of service to customers, whatever the circumstances – from struggling with cashflow issues to providing cover during the early stages of growth or providing support to enable the delivery of new contracts.

# The Team

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**Jade Scrivener**  
Managing Director



**Poppy Marks**  
Office Manager



**Bethny Coggins**  
Office Supervisor



**Libby Coleman**  
Virtual Telephone Receptionist



**Olivia Golding**  
Virtual Telephone Receptionist



**Charlie Reynolds**  
Virtual Telephone Receptionist  
specialising in Administration



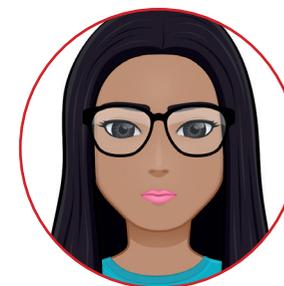
**Yasmin Bonar**  
Virtual Telephone Receptionist  
specialising in Marketing



**Keziah Harrison**  
Virtual Telephone Receptionist



**Lauren Stocker**  
Virtual Telephone Receptionist



**Erica Fernandes**  
Virtual Telephone Receptionist

# Our Services

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Telephone Answering



Call Forwarding & Divert Services



Call Handling Services including Intelligent Line Call Menu



Diary Management



Email Management



Dictation, Transcription & Typing



Minute Taking



Debt Chasing, Invoicing & Credit Control



Business Continuity Services



Email Marketing



Holiday & Event Cover



Outbound Telephone Marketing



Social Media Support



SMS Text Message Marketing Services



Live Chat

# Statistics

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**In the past 12 months...**

**200,000+**

Number of Calls Answered by  
PA Answer's Virtual Receptionists

**6s**

Average ringing time of calls  
picked up by PA Answer

**185,000+**

Messages Delivered by  
PA Answer's Virtual Receptionists

**50,000+**

Number of Orders Processed by  
PA Answer's Virtual Receptionists

**30,000+**

Number of Outbound Calls made by  
PA Answer's Virtual Receptionists

**375+**

Number of customers who have  
chosen to work with PA Answer

# What Our Customers Say ...

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“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, Better Removals & Storage**

“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 – there has been a constant high standard.”

**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)**

“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**

“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, TWI**

“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 \*\*\*\*\***

“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**

“A business essential. The PA Answer service has enabled us to grow in the knowledge that we have the back up of our team of brilliant Virtual Receptionists whenever we need them.”

**Kelly Richard**



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