



## Client Charter

Ask Ellie's sole aim is to deliver professional, high-quality executive support to clients enabling them to fulfil their corporate targets and personal life goals.

This support will always be accurate, confidential, efficient and to the highest of standards.

### **What you can expect from Ask Ellie?**

- Confidentiality with every call, email and task;
- A high level of professionalism;
- Cost effective time management;
- Focused attention on your business when working on your projects;
- All work completed in a timely manner;
- Clear, open communication;
- Polite manner;
- Approachable for any question large or small;
- Solutions focused and results orientated.

### **What we expect from our clients:**

- To be polite and courteous;
- Communicate clearly;
- To set realistic timeframes and deadlines for work completion;
- Honesty and integrity;
- Prompt payment;
- Indicate early on if a problem so it can be immediately rectified.