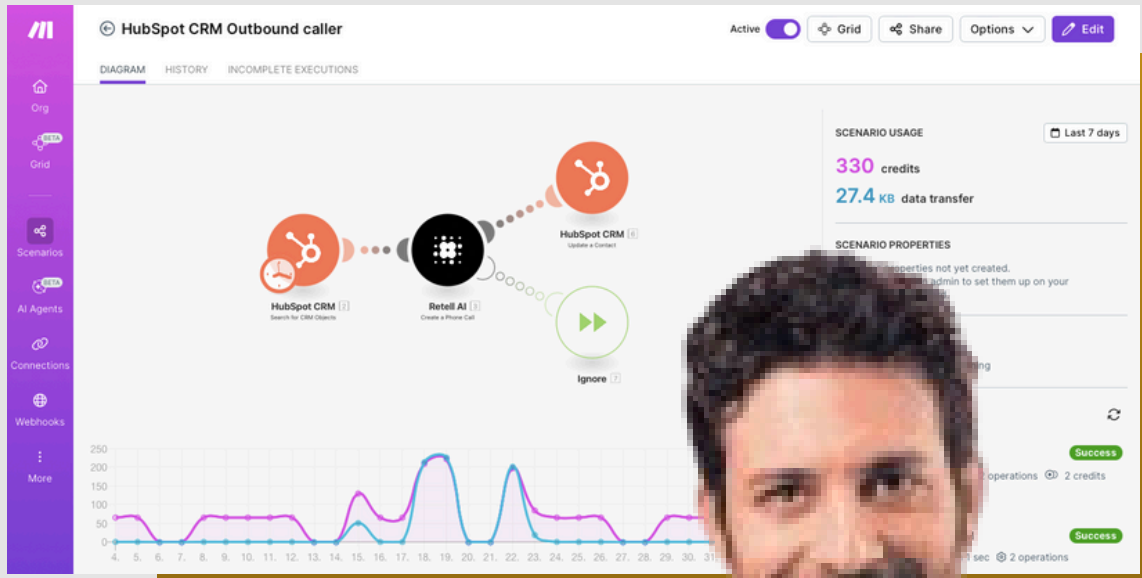




JOB AID

TASK & COMMUNICATION NORMS GUIDE



Includes:

- Where tasks live
- Where updates happen
- When to escalate
- Expected response times



Key Reminder

Certified VAs follow systems. Clear systems create reliable results.

