

The delegation checklist

25 tasks most business owners are still doing themselves. Tick the ones that eat your week — those are the first things to hand to a virtual assistant.

INBOX & COMMUNICATION

- ☐ **Sorting your inbox each morning**
Flagging what's urgent, filing the rest
- ☐ **Drafting replies to routine enquiries**
Same five questions, every week
- ☐ **Chasing people who never replied**
Quotes, approvals, paperwork
- ☐ **Returning missed calls**
Usually hours later, if at all
- ☐ **Answering DMs and comments**
Instagram, Facebook, Google

CALENDAR & CLIENTS

- ☐ **Booking and rescheduling appointments**
Including the back-and-forth
- ☐ **Sending confirmations and reminders**
Day before and morning of
- ☐ **Filling cancellations from a waitlist**
Within minutes, not days
- ☐ **Following up on no-shows**
Same-day call or message
- ☐ **Onboarding new clients**
Forms, welcome email, first booking
- ☐ **Reactivating clients who drifted away**
A weekly list, worked properly

MONEY

- ☐ **Sending invoices**
On schedule, not when you remember
- ☐ **Chasing overdue payments**
Politely, repeatedly
- ☐ **Fixing failed card payments**
Memberships and subscriptions
- ☐ **Reconciling receipts for your bookkeeper**
Monthly, dreaded

LEADS & GROWTH

- ☐ **Replying to new enquiries the same day**
The single biggest lost-revenue leak
- ☐ **Logging leads in your CRM**
Tagged, with a next step
- ☐ **Following up on trials and intro offers**
Where most conversions are won
- ☐ **Asking happy clients for reviews**
Google, week by week
- ☐ **Posting to social media**
From a plan, not at 11pm

ADMIN & BACK OFFICE

- ☐ **Data entry and spreadsheet updates**
Whatever your reports depend on
- ☐ **Preparing documents and proposals**
From a template you already have
- ☐ **Researching suppliers, venues or prospects**
Easy to brief, slow to do
- ☐ **Coordinating staff schedules**
And every change to them
- ☐ **Keeping your website content current**
Prices, hours, team, services

How to use this: count your ticks, then estimate the hours each one costs you in a week. Anything above two hours a week is worth handing over first. Most owners find the first three handovers buy back 8 to 12 hours a week.

Want it handled? Book a free 30-minute call at skylinkco.com/book and we'll map out what to delegate first and which plan fits. Part time from \$899/month, full time \$1,599/month, no long-term contracts.

