1. Hiring the right assistant

List and price your tasks, write a one-page role, hire with a paid trial, hand over in layers and keep a short daily check-in.

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1 Five steps

Step	What to do	Example (Lena, Ghent)
1 List and price the jobs	For one week, write everything you do in half-hour blocks. Mark each block: 1 [illegible]	About 14 hours a week were this for, about $20 an h
2 Write the role on one page	A clear list of what the role does, and what it does not (no pricing, no hiring, no contracts, no [illegible])	Part-time, 20 hours a week, [illegible]
3 Hire with a paid trial	Give the top candidates the same small paid task. Call one past employer and ask: would you hire this person again?	Same task: [illegible]
4 Hand over in layers	Week one: they suggest. Week two: they send routine work. Week three: they run the next layer. One page calendar.	Inbox, then [illegible]
5 A short daily check-in	Same time each day. What was done, what needs a decision, what is coming up. Keep the notes in Systex.	Fifteen minutes every morning. Decide in that sl

2 Illustrative result

Lena runs a small events company in Ghent, with three planners. Her own time sells at about $120 an hour. After three months she got back about 12 hours a week. She used six of them for sales calls and planning, and bookings for the next season rose by about a fifth. The assistant cost about $400 a week, and the extra bookings covered that within the first season. These are examples, not promises. Example figures. General education, not financial, legal or HR advice. Results vary. Check your local employment rules before you hire.

2. Rules that let them act

Put every request in writing, set an end-of-day deadline, write decision rules and limits, ask for finished work with a recommendation, and review week

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1 Five rules

Rule	What to do	Example (Rashid, Muscat)
1 Every request in writing	No corridor or late-night voice notes. Each task goes on one shared list in Systex. What is needed, why, and by when. If you	One shared list, speech requests and bitten down. If you
2 An end-of-day deadline	Due by the end of the day it was asked, unless it says otherwise. If it cannot be done, they say so right without a new deadline	Nothing left, they say so right without a new deadline
3 Decision rules and limits	Write what they can decide alone, and what comes to you with options laid out	Reorder parts up to about $200; move any appointm
4 Bring it finished	Not "what should I do?" A short recommendation: the situation, the options, a suggestion. If they make a call inside the rules	"The supplier is two days late. I suggest the second
5 Review weekly	Same slot each week. What went well, what got stuck, which rule to change. Rashid's 20 minutes. After two months, the	Every Thursday, 20 minutes. After two months, the

2 Illustrative result

Rashid runs a plumbing company in Muscat with 11 technicians. Evening messages dropped from about 30 a week to about five. Customer callbacks were answered the same day instead of after two or three. He finally had Wednesday afternoons free to visit large clients. These are examples, not promises. Example figures. General education, not financial, legal or HR advice. Results vary. Check your local employment rules before you hire.

3. This week

Track five days, circle handover jobs, write a one-page role and three decision rules, and plan a paid trial before you interview anyone.

1 Do this week

Write down everything you do for five working days, in half-hour blocks	[ ] Done
Circle every job someone else could do at a lower cost, and add up the hours	[ ] Done
If it is more than ten hours, write a one-page role and three decision rules with clear limits	[ ] Done
If it is less, start with one job and a written guide	[ ] Done
Plan a paid trial task before you interview anyone	[ ] Done
Keep the guides, requests and deadlines in Systex (our own product, loftybiz.net)	[ ] Done

2 Watch-outs

Hiring: a copy of yourself (you need someone steady and organised); handing over everything on day one (go in layers); no written guides (every question comes back to you). Rules: changing them every day (change them only at the weekly review); limits that are too tight (you stay the bottleneck); private or sensitive tasks (agree in writing which accounts they can access, and keep passwords in a proper password manager).

Lena, Rashid and their figures are illustrative. These are examples, not promises. Example figures. General education, not financial, legal or HR advice. Results vary. Check your local employment rules before you hire. Free tool from LoftyBiz. Systex (our own product): loftybiz.net