

SECTION H

FORMS

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H1. INTRODUCTION

In any well run business there are established forms and systems that assist management to run and control the business.

nicenstripy has developed and refined its administration since it commenced trading and continues to do so.

Following the systems, however, is vital to ensure that you obtain the correct support when you need it. This section is provided to maintain all the currently utilised forms in one place together with a brief description of how and when they should be used.



H2. DAILY CASH SHEET

This form is completed daily and provides an overview breakdown of the works completed on a daily basis during the week.

It enables all the various types of medium (e.g. cash, cheques, standing orders) to be reconciled at the end of the day and additionally provides a total sales figure to be emailed as instructed to Central Office. Every Monday a summary of the previous week's breakdown figures are also emailed to Central Office.



DAILY SALES BOOK

It is a good idea to keep a Daily Sales Book that breaks down the jobs completed on a day-by-day basis together with comments that may have affected the jobs completed that day/week.

i.e.

- * Van in for service
- * Weather conditions very bad
- * Member of staff sick
- * Major contract started
- * Leaflet distribution in the area

This book, whilst somewhat time consuming to complete, can become a source of vital information in the future to measure performance of your centre ... or to ascertain what promotional ideas worked well (or were less successful) during your promotional campaigns.

This also helps in being able to build up a portfolio of customer preferences, through variables being recorded and analysed allowing action to be taken in order to increase sales.

H3. WEEKLY CENTRE REPORT FORM

Once a week the figures from the Daily Cash Sheet are amalgamated on to a summary form to be sent to Central Office.

Additionally, the form is used to provide relevant centre information together with customer feed-back as shown.



H4. INCIDENT REPORT FORM

The Incident Report Form is used to report any incident that occurs in your centre. It is not just to record what happened but will, over a period of time, help to build a picture ... not just of your centre but others within the Group when looked at on a wider basis.

The importance of spending time to complete the report cannot be over stressed as ultimately it is used to **prevent** things happening and when the overall picture is clearer there will be times when we can forecast when a situation **might** occur.

The form when completed should be sent to Central Office, Administration.

Obviously for any serious incident, the facts would be telephoned to Central Office as soon as possible, the form being sent in confirmation.

H5. STAFFING

APPLICATION FORM

You should ensure that all existing staff have a completed Application Form.

Whenever somebody "calls in" asking for a position, providing they appear to have the qualities we are looking for, ask them to complete an Application form ... whether you have a need for staff or not!

Always ask potential staff to complete in their own hand writing. Then check for spelling, neatness and clarity of the document.



PERFORMANCE APPRAISAL

The performance of your staff is critical to the ultimate success of your business and its long-term profitability.

At nicenstripy we believe that continuous appraisals throughout the year should be carried out in order to develop and motivate your staff to greater achievements.

Formal appraisals should be conducted a minimum of once a year. We recommend that the member of staff be given a copy of the Appraisal Form to complete himself or herself firstly.

You should also complete an Appraisal Form (without knowing what your staff member has written) and then you both compare your Appraisals and agree which is the correct assessment.

A final copy should be completed including the Appraiser's comments, signature, etc., which should then be placed in the staff member's personnel file.

RECORD OF VERBAL WARNING

When there is a need to give a member of staff a Verbal Warning, you should, immediately following the interview, complete the Verbal Warning Form.

Enter as much detail as possible and ensure you cover only the **FACTS** ... taking out any emotion that may have evolved during the meeting.

You should sign the form (as being a true statement of the facts) and file it in the member of staff's personnel file.

STATIONARY

Stationery is available via Central Office.

Whenever you require stationery simply complete the form on the nicenstripy website and press send.

Delivery will usually be made within two weeks of your order and you will be charged accordingly.

