



SABINA BROWN
professional **secretarial** and office **management** services

TOP TEN TIPS

FOR MAKING THE MOST OF YOUR TEMPS!

1. Provide your temp with a **list of personnel**, their designations and internal telephone numbers. Introduce to staff they will be working closely with. (An office plan may be appropriate.)
2. Demonstrate how the **telephone** should be answered, how to transfer calls and take **messages**, eg messages may be passed on electronically, using Post-it notes, verbally.
3. Ensure the temp is aware of all **security procedures**, eg confidentiality, logging in and out of the computer, shredding waste paper, admission of visitors, action in the event of a fire.
4. Show where and how to **save work on the computer**, including the general practice of naming files and directories.
5. Inform the temp of the company's practice concerning the **layout of documents**, the signing procedure, number of copies required, and filing.
6. Explain the system for (a) distribution of incoming internal and external **post** and (b) the deadlines for outgoing post.
7. Supply a list of **essential daily tasks** that he/she will be required to complete, eg checking the diary daily, collecting and returning work. (It is extremely helpful if each member of staff keeps their own up to date list of essential daily tasks for use in such circumstances.)
8. Advise of any "**special clients**" that need extra care and any aspects of **office politics** that might affect them, eg who not to call by their first name.
9. Check that the temp knows the **working hours** of your company, times of breaks and facilities for lunch.
10. Designate a **mentor** to your temp – make sure there is one person to whom the temp can turn for help.