Recording information using forms

- Complete all sections of job-specific forms as required, e.g. invoice request form, stationery order form, catering order, leave card, time sheet, delivery documentation
- Record message using key words and in note form
- Accurately record caller's name and contact details
- Record information from range of sources, e.g. temperature gauge, tachograph, clock, count of goods returned
- Develop strategies to record information accurately, with support as appropriate

Checking details on documentation or goods

- Skim, scan or read documentation for detail and accuracy whether online, on paper documentation, on hand held trackers or on goods
- Recheck accuracy of written information in all cases if there are problems with authenticity or recording method, e.g. handwriting
- Refer to appropriate colleague, supplier or supervisor if problems arise using agreed company procedures
- Check numerical records accurately either online, on computer records (such as databases) on paper forms or on goods or components

Complete and check workplace documentation

Completing and checking documentation

- Skim, scan or read for detail when checking the documentation of others, e.g. passports, booking forms, vehicle registrations
- Speak clearly when asking questions of others in order to complete or verify their documentation and be aware that some people may have problems completing forms due to dyslexia or language difficulties
- Use appropriate and polite language when conveying information or questioning when other's documentation is incorrect or requires amending
- Undertake tasks in sequence when checking and completing documentation or recording information

Recording and transferring written information

- Cross check information when transferring recorded data from one medium to another or from one document to another
- Double check all documentation for numerical errors when transferring information
- Check all documentation for accurate number sequencing and alphabetic sequencing when conveying information either online or by hand
- Develop strategies for checking and rechecking to ensure information is correct
- Record information from a range of sources, e.g. digital clock, tachograph, purchase order