



Brisbane Seniors OnLine Association Inc: Register of Key Documents

Briefing for Office Volunteers

Consult the Office Manual:

The manual - which is kept on the reception desk in the office - contains comprehensive information for reference by staff who work on the reception desk and telephones, and on other tasks in the office. This information was reviewed and updated in February 2011.

Contents of the Office Manual include:

- Current Management Committee members;
- President's Annual report 2010
- Procedures for opening and recording mail;
- List of Duties of Office Volunteers - Feb 2011
- Important Notice for PO Boxholders
- Distribution of 5 PO Box Keys - names of persons holding a key
- Office Staff Contact Details - Jan 2011
- Hub Coordinator Contact Details
- Hub Details
- Reception Email procedures
- MIS Rollout Information
- BSOL Event Booking Procedure
- Gift Certificate Procedures
- Gift Certificate Register
- Background Information to B.S.O.L.
- List of libraries
- List of Other Computer Training Organisations (e.g. Eagleby Seniors Internet Club)

The Phone Message Notebook

This is used for recording, actioning and follow-up of all phone calls received by BSOL; the message machine should be accessed several times every day, as calls are routed there when the line is engaged.

Other important information: These briefing notes should be read in the context of the following documents, which may be accessed through the BSOL website:

- Entitlements of members of BSOL
- Acceptance letter to new learners
- Acceptance letter to renewing learners