



## Standard Operating Procedure (SOP)

**Title:** Administration – Support  
**Version:** 1  
**Effective Date:** 22 February 2024  
**Prepared by:** Tamara Gray

### 1. Purpose

The purpose of this SOP is to establish standardized procedures for providing administrative support to various departments at Tamborine Mountain Glades. This SOP also outlines guidelines for preparing reports, presentations, and correspondence to ensure consistency, accuracy, and professionalism.

### 2. Scope

This SOP applies to all administrative staff at Tamborine Mountain Glades who provide support to other departments and are responsible for preparing and managing reports, presentations, and correspondence.

### 3. Responsibilities

- **Administrative Staff:** Responsible for following the procedures outlined in this SOP to provide efficient and effective support to other departments.
- **Department Heads:** Responsible for coordinating with administrative staff to ensure that their department’s needs are met in a timely and accurate manner.
- **All Employees:** Should provide clear instructions and deadlines when requesting administrative support.

### 4. Definitions

- **Administrative Support:** Assistance provided by administrative staff to other departments, including clerical tasks, scheduling, document preparation, and communication management.
- **Correspondence:** Written communication, including emails, letters, memos, and other formal documents exchanged within the company or with external parties.
- **Reports:** Structured documents that present data, analysis, and findings on specific topics, often used for decision-making or information-sharing.
- **Presentations:** Visual and verbal presentations created using software (e.g., PowerPoint) to convey information to an audience.

### 5. Procedures

#### 5.1 Providing Support to Various Departments

- **Requesting Administrative Support:**
  - Departments in need of administrative support should submit a request to the administrative team at least 48 hours in advance.
  - Requests should include a clear description of the task, any specific requirements, and the desired deadline.



- For urgent requests, administrative staff will prioritize tasks based on urgency and importance, with approval from a supervisor.
- **Task Assignment and Management:**
  - The administrative team leader will assign tasks to the appropriate administrative staff member based on workload and expertise.
  - Administrative staff should manage their time efficiently, ensuring that all tasks are completed by the requested deadlines.
  - If a task cannot be completed on time, the administrative staff member must notify the requesting department immediately and suggest an alternative deadline.
- **Follow-up and Communication:**
  - Administrative staff should maintain open communication with the requesting department throughout the task, providing updates on progress as needed.
  - Once a task is completed, administrative staff should confirm with the requesting department that the deliverables meet expectations.
  - Any issues or discrepancies should be resolved promptly, with feedback provided to prevent future occurrences.

### 5.2 Preparing Reports

- **Gathering Information:**
  - Administrative staff should gather all necessary information and data from relevant sources before beginning the report.
  - Verify the accuracy and completeness of the data, consulting with subject matter experts if necessary.
  - Use approved templates for report formatting, ensuring consistency in structure, headings, and branding.
- **Drafting the Report:**
  - Start with an introduction that clearly outlines the purpose and scope of the report.
  - Present data and analysis logically, using charts, tables, and graphs where appropriate to enhance clarity.
  - Include a conclusion or summary that highlights key findings and recommendations.
  - Use clear, concise language, avoiding jargon or overly technical terms unless necessary for the audience.
- **Review and Finalization:**
  - Once the report is drafted, review it for accuracy, coherence, and compliance with company standards.
  - Submit the draft report to the requesting department or supervisor for feedback and approval.
  - Make any necessary revisions and finalize the report, ensuring it is formatted correctly and free of errors.
  - Save the final report in the designated shared drive or document management system, and distribute it to the relevant parties as required.

### 5.3 Preparing Presentations

- **Understanding the Audience:**



# TAMBORINE MOUNTAIN GLADES

RECONNECT REDISCOVER REAWAKEN

- Before creating a presentation, clarify the purpose, key messages, and target audience.
- Tailor the content, tone, and level of detail to suit the audience's needs and expectations.
- **Creating the Presentation:**
  - Use the company's approved presentation template, maintaining consistency in branding, fonts, and colors.
  - Structure the presentation with a clear introduction, body, and conclusion, ensuring a logical flow of information.
  - Keep slides concise, using bullet points, visuals, and infographics to convey key messages.
  - Limit the amount of text on each slide, focusing on highlighting key points that will be expanded upon verbally during the presentation.
- **Review and Finalization:**
  - Review the presentation for accuracy, clarity, and visual appeal.
  - Seek feedback from colleagues or supervisors, making adjustments as necessary.
  - Practice the presentation to ensure smooth delivery and familiarity with the content.
  - Save the final presentation in the designated shared drive or document management system, and share it with the requesting department or presenter.

## 5.4 Preparing Correspondence

- **Drafting Correspondence:**
  - Begin by identifying the purpose and recipient(s) of the correspondence.
  - Use a professional tone and clear, concise language. Avoid overly casual language or jargon.
  - Structure the correspondence logically, starting with an introduction, followed by the main content, and ending with a conclusion or call to action.
  - Use the company's letterhead or email signature for formal correspondence.
- **Review and Approval:**
  - Review the draft for spelling, grammar, and accuracy. Ensure that all necessary details are included.
  - If the correspondence is important or sensitive, have it reviewed and approved by a supervisor or the requesting department head before sending.
  - Make any necessary revisions based on feedback.
- **Sending and Filing Correspondence:**
  - Send the correspondence through the appropriate channel (e.g., email, mail) and confirm receipt if required.
  - File a copy of the correspondence in the designated folder or document management system for future reference.

## 6. Guidelines for Effective Administrative Support

- **Prioritization:** Administrative staff should prioritize tasks based on urgency, importance, and deadlines, managing their time effectively to meet all requirements.
- **Accuracy:** Ensure that all reports, presentations, and correspondence are accurate, error-free, and meet company standards.



TAMBORINE MOUNTAIN GLADES

RECONNECT REDISCOVER REAWAKEN

- **Consistency:** Use approved templates and adhere to company branding guidelines to maintain consistency in all documents and presentations.
- **Confidentiality:** Handle all information, particularly sensitive or confidential data, with care and discretion.
- **Proactive Communication:** Keep the requesting department informed of progress and any potential delays or issues.

## 7. Review and Revision

This SOP should be reviewed annually or as necessary to ensure it remains relevant and effective. Any revisions must be approved by the management team and communicated to all administrative staff.