

**Work knowledge and experience:**

- ❖ Typing of own correspondence
- ❖ Typing of draft articles for publication on company database
- ❖ Dealing with customer complaints at a high level
- ❖ Dealing with CABs, TSOs, Solicitors, insurance companies
- ❖ Screening telephone calls
- ❖ Dealing with customer queries/complaints over the telephone
- ❖ Selling over the telephone
- ❖ Sales
- ❖ Wages
- ❖ Bookkeeping
- ❖ Petty cash
- ❖ Collating expenses
- ❖ Organising training/seminars/conferences
- ❖ Booking travel/accommodation – home and abroad
- ❖ Organising social events
- ❖ Taking of shorthand or audio typing
- ❖ Typing invoices/statements – collating payments and chasing for non-payment
- ❖ Training staff in office procedures
- ❖ Writing office procedures
- ❖ Keeping diaries and organising appointments
- ❖ General welfare of staff
- ❖ Compliance and data protection knowledge

**Industries worked:**

Communication – mobile `phones and computer, Finance – financial advice, loan companies and insurance brokers, factory environments – metal industry, car industry, advertising, building construction, Water industry