Competence In Front Line Service
What Does It Look Like?

Now	Post Horizon
Complete transactions accurately	
• customer is happy	✓ How to serve 'well' using Horizon
• no errors	✓ Will need to do transaction in a specified way. Otherwise.......
• as fast as possible	✓ May be longer at first until re-engineer. Some transactions will require authorisation
• keep client happy	✓ Errors will be more transparent and to reduce these we will need to standardise how we do transactions
• in your own preferred style	X Transactions will need to be completed in a more standard way
• complete the documentation as necessary	✓ "
Use reference materials	
• have all relevant (up to date) materials in the office	✓ Will be different
• know how to use documentation	✓ "
• know where it is!	✓ "
• actually use it!	✓ "
• know how to get help (if above fails)	✓ "

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Balance Stock Unit	
	✓ need to know what a stock unit is, understand whole process e.g. incl. Balancing periods
• declare cash and stock on hand	✓ need to use Horizon correctly
• feed into receipts and payments any vouchers on hand	✓ need to enter into Horizon correctly (adjust as necessary). System then produces report
• bring items to account e.g. error notices	✓ need to enter into Horizon correctly and adjust as necessary
• identify discrepancies	✓ system does this, based on what have entered
Office balance	
• amalgamate all stock unit balances	✓ automatic (need to know about inactive SU). Need to complete any corrections required to SU's using correct process
• prepare office balance	✓ need to understand uncharged receipts and unclaimed payments processes and how suspense account works
Cash Account	
• take office balance and put in c/a. Know reporting requirements and retention periods	✓ Hit a key correctly! Send to Chesterfield. Know how to retain
When it all goes wrong	
• Manual procedures (if ECCO+) if equipment fails	✓ What to do if equipment fails, how to recover transactions (fallback and recovery procedures) ✓ manually balance? ✓ may need to revert to manual transactions?

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Using equipment	
• H&S • Cleaning • Security • Consumables	✓ ✓ ✓ ✓ Keyboard skills Serving customers with technology Don't pull the plug out Know how to replace ribbons etc.