

YOUR LOGO GOES HERE

<INSERT YEAR> <INSERT STAFF OR POSITION NAME HERE> Action Plan

Updated <Insert Date updated>

Action Item (these actions relate to their position description)	Activities (these are the daily/weekly/monthly activities that they are required to do for each action item)	Update (this is to be updated by the staff member each week and sent to me on Fridays)	Who to complete	When
Answer all incoming phone call	Ensure that phone calls are answered within ... ring Refer to correct person Answer customer questions Report to manager using customer summary report Etc Etc	Reported customer calls to manager etc	<Staff Name> <Staff Name> <Staff Name> <Staff Name>	Ongoing Ongoing Ongoing Fridays
Filing	File away all documents			
Mail	Open and distribute mail to appropriate staff Post mail			Daily Daily
Etc				