

Procedural Manual Template

***When writing a procedural manual, your audience is a person who has no knowledge of your operation or basic function of any equipment or task. Thus, it is suggested that you be as detailed as possible when writing directions so that anyone can come in and cover for the basic duties of your office. ***

Introduction (What is the purpose of the manual and how it should be utilize in your service)

Opening Procedure

Other Job Responsibilities such as:

Phone Etiquette

Customer Service

How to find a file

How to operate a printer

Closing Procedure

Access & Security

Incident Report

Emergency Protocol