

## Managers and Supervisors Guide To Location Management



# Get it right first time every time

Client Focus, Staff Training and Monitoring are important for day to day activities

Issue No:	Revision No	Date Issued	Page No
3	1	July 2012	1 of 54



## Introduction

This guide is to assist you with useful information on how to manage your site efficiently and effectively at the same time empowering you to support your staff to enable them to achieve customer satisfaction from day one of the operation.

It is essential when Manager/Supervisors leave a site permanently or on long leave that they sign register section on the Controlled Copy Number page. It is also essential the outgoing Manager/Supervisor ensures the incoming Manager/Supervisor signs the appropriate section of the register. This in effect is to verify the controlled document has been handed over correctly.

This is your guide to Location Management and Supervision and is beneficial to you in the daily management of your location however Safety is paramount in all aspects of the work undertaken.

Issue No:	Revision No	Date Issued	Page No
3	1	July 2012	2 of 54



	Register Section	
Initial Recipient		Date:
1st Change		Date:
Out going Manager/Supervisor		Date:
Incoming Manager/Supervisor		Date:
2 <sup>nd</sup> Change		Date:
Out going Manager/Supervisor		Date:
Incoming Manager/Supervisor		Date:
3 <sup>rd</sup> Change		Date:
Out going Manager/Supervisor		Date:
Incoming Manager/Supervisor	·	Date:
4 <sup>th</sup> Change		Date:
Out going Manager/Supervisor		Date:
Incoming Manager/Supervisor		Date:

Issue No:	Revision No	Date Issued	Page No
3	1	July 2012	3 of 54



## **Contents**

Client and Customer Focus		
Location Responsibility		
Location Awareness/Know your Camp		
Customer Complaints		
Daily Routine		
Paperwork/Correspondence		
Location Accounts		
Additional; Hours of Work		
Staff Training		
Personal Approach		
Royal Oman Police/Authorities		
Investigation of Offences		
Fraud, Misappropriation and Internal Offences		
Vehicles		
Driving Vehicles		
Drive to Survive		
Ramadhan		

Issue No:	Revision No	Date Issued	Page No
3	1	July 2012	4 of 54



## **Contents**

Page 29-30	Recreation
Page 21-32	Emergencies
Page 33-36	HSE/QA Site Induction/Orientation Program 1
Page 37-45	HSE/QA Site Induction/Orientation –Additional Program Supervisors
Page 46-47	Lines of Communication
Page 48	Staff List/Transfer
Page 49-50	Quality Assurance
Page 51-52	H.S.E.
Page 53	Food Samples & Water Sample

Issue No:	Revision No	Date Issued	Page No
3	1	July 2012	5 of 54