**Bill paying**

Step 1. Drag into bills folder

Step2. Place flags on unpaid bills

Step 3. Pay bills

Step 4. Take off flags

Step 5. Save as – onto google drive – paid bills

**Quotation system**

Step 1. Fill out catering COBF – marketing at same time

Step2. Send out quoting email with COBF attached

Step3. Cc self – flag when received

Step4. Drag and drop into quotation folder – Rotto – NBC- General

Step5. Save COBF into google drive computer

Step6. Create google calendar event – mark as T (tentative)

Step7. Attach CBOF on google calendar event

**Confirmation**

Step1. Ask customer to pay $500 deposit asap – see invoice attached

Step2. Drag into Tentative Quotation File – follow up after 14 days

Step3. When receive deposit go to google calendar and mark as C (confirmed)

Step3. Drag into confirmed quotation file

Closer to date of commencement – 10 days before – find a way to get confirmation reminder (outlook calendar? – check automated emails options)

Final Confirmation

Step1. Receive updated information from organizer

Step2. Update on google calendars

Step3. Send to chefs via fax- email –

**After event completion**

Step1. Send invoice with happy email asking how camp went inclusive of feedback form

Step2. If not received any feedback – get in touch to interview regarding camp – check for future bookings – attach to calendar

Step3. Attach feedback form to calendar – forward feedback forms to chefs – place on facebook if OK.

**Debt Collecting (establish debt collection email)**

Step1. After 7 days send a reminder email - saying not received payment – otherwise there will be late fees as indicated on invoice.

Step2. After 14 days – revised invoice with 5% increase

Step3. Contact school accounts – advise that payment is late and needs to be made asap

Step4. Contact school accounts with another revised invoice, etc.

**Administration Tasks**

Wages

Step1. Wages paid Monday’s – plus reimbursements

Step2. Bills paid and filed into google drive – ‘Bills paid file’ (for Cathey)

Step3. Check for quotes and send out

**Credit Card**

Visa – must be paid on due date – FULL amount otherwise attracts 24% intererst