

BOOTH OPERATIONS TRAINING CHECKLIST

Staff Details

Trainer Name: _____

Trainer Signature: _____

Staff Name: _____

Staff Signature: _____

Date: _____

SECTION 1 – BOOTH SETUP & OPENING PROCEDURES

Opening the Booth

☐ Follow Booth Opening Procedure

System Logins

☐ Log into Slack

☐ Log into Server

☐ Understand Local Desktop vs Server Desktop

☐ Log into MYOB

☐ Log into Admin Portal

Daily Setup

☐ Complete Start of Day and verify cash float (refer Console & Daily Banking Manual)

☐ Have the following folders open and ready:

- ☐ Signed ITR Folder
- ☐ PDF Folder

Employment Hero

☐ Log in and navigate Employment Hero

Opening Manual Reference

☐ Read and understand Booth Opening & Closing Manual

Trainer Initials: _____

SECTION 2 – PROFESSIONAL STANDARDS

Personal Presentation

- ☐ Uniform neat, clean and compliant with Uniform Policy

Code of Conduct

- ☐ Read and understand Code of Conduct
- ☐ Professional behaviour expectations
- ☐ Confidentiality obligations

Communication Expectations

- ☐ Always seek assistance immediately if stuck
- ☐ Follow management directions professionally
- ☐ Understand escalation procedures

Trainer Initials: _____

SECTION 3 – SERVER, DOCUMENTS & FILE MANAGEMENT

Server Navigation

- ☐ Navigate correct server locations
- ☐ Locate Station Sheets
- ☐ Locate Invoices
- ☐ Locate Signed ITR Folders
- ☐ Read Server Navigation Manual

Scanning & Document Storage

- ☐ Scan documents correctly
- ☐ Upload documents to correct server folders
- ☐ Save signed ELS forms correctly
- ☐ Save signed TAA forms correctly

Blue Folder Forms

- ☐ Understand purpose and use of:
 - Client Information Form (CIF)
 - Substantiation Declaration
 - Trust Account Authority (TAA)
 - ELS

Trainer Initials: _____

SECTION 4 – SLACK COMMUNICATION

Slack Usage

- ☐ Read Slack Manual

Daily Requirements

- ☐ Post arrival
- ☐ Post departure
- ☐ Post lunch breaks
- ☐ Post AFK status

Operational Use

- ☐ Ask for assistance immediately when stuck
- ☐ Upload CIFs ahead during busy periods
- ☐ Use Threads correctly
- ☐ Understand relevant channels

Trainer Initials: _____

SECTION 5 – CUSTOMER SERVICE

Customer Service Standards

- ☐ Greeting clients professionally
- ☐ Managing client expectations
- ☐ Effective communication

Tax Return Discussions

- ☐ Compare current year to prior year returns
- ☐ Identify significant differences
- ☐ Explain possible refund variations
- ☐ Discuss outstanding obligations

Trainer Initials: _____

SECTION 6 – ATO PORTAL

Portal Functions

- ☐ Read Portal Manual

Client Management

- ☐ Add new clients
- ☐ Check Account Summary
- ☐ Identify tax debts

Compliance Checks

- ☐ Check overdue tax returns
- ☐ Check Non-Lodgement Advice requirements
- ☐ Identify upselling opportunities

Prefill

- ☐ Locate Prefill information
- ☐ Tick items off as completed
- ☐ Ensure all income sources are reviewed

Trainer Initials: _____

SECTION 7 – MYOB TAX

MYOB Functions

- ☐ Read MYOB Manual
- ☐ Add clients
- ☐ Navigate MYOB Tax

Tax Return Preparation

- ☐ Complete practice returns
- ☐ Make effective notes
- ☐ Save work correctly

Notes Requirements

- ☐ Include initials and date
- ☐ Record work completed
- ☐ Record outstanding items
- ☐ Update status appropriately

Trainer Initials: _____

SECTION 8 – TAX RETURN KNOWLEDGE

Tax101 Training

☐ Read Tax101 Manual

Core Tax Topics

☐ Outstanding Tax Returns

☐ Shares

☐ Cryptocurrency

☐ Rental Properties

☐ ABN Income

☐ Trust Distributions

☐ Depreciation

☐ Foreign Income

☐ Non-Lodgement Advice

☐ Amendments

☐ BAS

☐ Work-Related Expenses

Medicare Levy Exemption

☐ Eligibility requirements

☐ MLE Form completion

Trainer Initials: _____

SECTION 9 – INVOICING & PAYMENTS

Invoicing

☐ Read Console Manual

☐ Create invoices correctly

☐ Print on letterhead

☐ Save invoices correctly

EFTPOS

☐ Read EFTPOS Manual

☐ Process payments

☐ Reprint receipts

☐ Apply surcharge correctly

☐ Print Merchant Summary

Trainer Initials: _____

SECTION 10 – FEE FROM REFUND (FFR)

Eligibility Checks

- ☐ Check for ATO debts
- ☐ Check Child Support debts
- ☐ Check Centrelink debts
- ☐ Check Family Tax Benefit debts

FFR Procedures

- ☐ Confirm refund covers fees
- ☐ Obtain signed Trust Account Authority
- ☐ Save TAA correctly
- ☐ Ensure fee is received before review of cash returns

Trainer Initials: _____

SECTION 11 – STATION SHEETS

Station Sheet Procedures

- ☐ Read Console Manual

Daily Requirements

- ☐ Update statuses correctly
- ☐ Check prior day lodgements
- ☐ Follow up outstanding returns
- ☐ Make clear notes

Trainer Initials: _____

SECTION 12 – EMAIL PROCEDURES

Email Accounts

- ☐ Understand purpose of:
 - Cairns Email
 - EzyTax Blue Email
 - Tax Returns Email

JotForms

- ☐ Know which inbox receives JotForms

Approval Process

☐ No client email sent without approval

Trainer Initials: _____

SECTION 13 – COMPLIANCE & LODGEMENT

Documentation Requirements

- ☐ ELS
- ☐ Client Information Form
- ☐ Substantiation Declaration
- ☐ Trust Account Authority

ELS Requirements

- ☐ Station Code
- ☐ Initials
- ☐ Invoice Number
- ☐ Payment Amount
- ☐ Payment Method

Lodgements

- ☐ Check lodgement status
- ☐ Verify successful lodgement

Rejected Returns

- ☐ Read Rejected Returns Manual
- ☐ Process rejected returns correctly

Trainer Initials: _____

SECTION 14 – DAILY ADMINISTRATION

Errors List

- ☐ Check daily
- ☐ Correct outstanding errors

Petty Cash

- ☐ Read Petty Cash Manual
- ☐ Understand recording requirements

Organisation & Stock Control

- ☐ Maintain printed forms
- ☐ Refill printer paper
- ☐ Check EFTPOS rolls
- ☐ Monitor printer ink
- ☐ Maintain stationery supplies
- ☐ Maintain hand sanitiser stock

Trainer Initials: _____

SECTION 15 – CLEANING & PRESENTATION

Daily Cleaning

- ☐ Clean workstation
- ☐ Organise paperwork
- ☐ Secure confidential documents
- ☐ Maintain professional booth presentation

Trainer Initials: _____

SECTION 16 – BOOTH CLOSING PROCEDURES

End of Day Processing

- ☐ Store tax returns correctly
- ☐ Save signed ELS forms

Banking

- ☐ Complete End of Day
- ☐ Balance cash tin
- ☐ Print Settlement Report
- ☐ Balance merchant transactions
- ☐ Complete daily banking (refer Banking Manual)

Security

- ☐ Lock filing cabinet
- ☐ Cover booth with black cloth
- ☐ Ensure security camera is powered
- ☐ Activate alarm system

Packing Booth

- ☐ Follow Booth Closing Procedure

Trainer Initials: _____

FINAL COMPETENCY SIGN-OFF

I confirm the above training has been completed and demonstrated.

Trainer Signature: _____

Date: _____

Staff Signature: _____

Date: _____