

Standard Operating Procedure



SOP Briefing

- Persons-in-charge to contact
 - Venue Booking → Benjamin Teo
 - Email Blast, Website update → Audrey Chow → Pham Nguyen Nguyen
 - Poster/publicity material design and printing → Marketing Executive(s) of each PT → Marketing VP/Directors (if necessary)
 - GOH invitation, press release → Corp Comm VP/Directors → assigned Corp Comm Executive(s)



SOP Briefing

- Persons-in-charge to contact
 - Funding proposals → Business Development Executive(s) of each PT → Veerappa Rajan, Yeo Shao Wei
 - Nanyang Chronicle/Tribune coverage → Yeo Shi Yuan, Leon Yeoh
 - Reimbursement → Financial Controller of each PT → Lin Zi'ang
 - Event Photo Archive → PT Leaders → Lee Hui Ying (for online archive) → Pham Nguyen Nguyen
 - Membership enquiry, general feedback → Audrey Chow



SOP Briefing

- Persons-in-charge to contact
 - New media (Facebook, YouTube) → William Wang
 - Ad hoc event proposal → Gabriel Lee, Sunny Sun Lu
 - Initial liaison with external parties → Gabriel Lee
 - Admin matters (ECA points, record) → Ng Swee Chin
 - Personal investment advisory service → Research VP/Directors (subject to charges) :P



SOP Briefing

- Provide follow-ups after initial contact
 - Important to establish goodwill and keep communication channel open
- Uphold high level of professionalism
 - Colour-print proposals
 - Bring and exchange name-cards
 - Use IIC official letter-head and template
- Observe punctuality and dress code
 - Rather over-dress than under-dress



IT Briefing



IT Briefing

- Configure your Outlook and set up your Personal Storage Table (.pst) file
- Switch to @pmail.ntu.edu.sg and upgrade your online storage space
- Make life easier for yourself
 - Archive useful old emails
 - Utilise Calendar and Contacts



IT Briefing

- Email etiquette (do's and don'ts)
 - Be concise and to the point
 - Answer all questions, and pre-empt further questions
 - Add signature and disclaimers to your emails
 - Use Bcc wisely, Cc sparingly
 - Read/check the email before you send it
 - Check if you have included the attachment
 - Fill in the recipient field LAST
 - Keep your language gender neutral, politically correct



IT Briefing

- Email etiquette (do's and don'ts)
 - Do not overuse Reply to All
 - Do not attach unnecessary files, especially large ones
 - Do not overuse the high priority option
 - Do not request delivery and read receipts
 - Do not write in CAPITALS
 - Do not ask to recall a message
 - Do not use email to discuss confidential information

