



MS Support monthly enquiry tally sheet

An enquiry can be face-to-face, over the phone or by email. Please record every time you have supported an individual even if it's the same person.

Month: _____

	Enquiry duration (minutes approx)	Key issue discussed	1 st time contact? (Y/N)	Time spent in meeting/events
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

Please use additional sheets if required

Monthly totals:

- Hours spent on enquiries this month? _____
- Number of enquiries this month? _____
- Three most frequent issues you discussed this month?
 1. _____
 2. _____
 3. _____
- Number of new contacts this month? _____
- Hours spent on attending meetings/other events in your support volunteer role? _____

You will receive an email at the end of each month asking you to submit this information to us online. You will need to click on the link in that email to do this.