

MUHSANA HUSSEIN

Meeting on 5th August 2025 at 1:05pm RE : Punctuality & General Work Performance

Shown MH Late table and it is consecutive lateness

Lateness is averaging 09:15 , around 09:07 to as late as 09:27 am

Any reasons for consistent lateness ?

There were delays , but she came on in on not too late around 09:05am

Tries to come in on time, especially since my email warning about punctuality

Has to put her hands up to admit , not being on time

No satisfactory reason provided

Has been informed to start her from 09:30 being a possibility , to address the punctuality

She informs that at this stage it is not necessary

Logging in Notes – Not satisfactory – sometimes no numbers, othertime notes incomplete, also there is no update in your notes

URGENT IMPROVEMENT for logging notes consistently

Pick up calls at a quicker rate phone calls but needs to improve of logging notes

Attendance Note- you making basic mistake, sometimes not putting feedback in the notes , uploading documents – missed out sometimes in diary

We really on minimising errors when dealing notes AND UPLOADING DOCS TO DIARY

Proof read emails and subject before moving on

Minimal mistakes by SA (But he does not pick up calls) when doing attendance notes

DOUBLE CHECK YOUR WORK - ESPECIALLY WHEN CALLS COME IN

Uploading NOH to diary – **PLEASE ENSURE THIS IS DONE AT ALL TIMES**

Speed of Emails – double check but we do need more emails in a day

Disruption in the workplace – **You initiate long conversation in the workplace, you start humming and singing in place** especially when there is a lot to do .

Barristers have mentioned there being a lack of work ethic in the work place, with gossiping taking place and lots of conversations when in times of work being busy and emails piling up

Tag yourself in emails.

If doing bundle – NEED TO SUBJECT, Additional work – check, and ALWAYS ENSURE OF ANY OUTSTANDING DOC REQUIRED

On the 28th October 2024 you were seen playing LOUD MUSIC in the work place , on 29th October 2024 not to do this again

She is aware of this, she confirms not doing this again

URGENT NEED FOR IMPROVEMENT:

- Double checking work
- Please attach all documents to diary
- Minimise in disruption in the workplace
- Punctuality – 09:00am – Try to come in at that time
- Logging Notes , needs to be done properly

DUE TO THIS – There will be frequent CHECKS temporarily

ANY CONCERNS:

Nothing to add