



# EDMONTON SOCCER FACILITIES

Office & Mailing Address:

12720 Victoria Trail, Edmonton, Alberta T5A 5G4

Tel: (780) 413-4125 • Fax: (780) 406-4976

[www.esaf.ca](http://www.esaf.ca)



## How to Write a Report

- 1.) Identify what type of report you need to fill out.
  - Maintenance reports should be written for anything that is broken or damaged
  - Discipline reports are for anything serious that you would like management to follow up with: Fake passes, refusals to pay admissions, fights, deliberate damages, infractions of the Rules and Regulations or anything requiring the police to be called.
  - General reports are to provide information to the supervisors that don't fit into the other categories: Need more forms or supplies, fire in the building, emergency evacuation, overage or shortage of floats, bookings discrepancies, etc.
- 2.) Always write the report as soon after as the incident occurred as is feasible. For major issues, you should always contact management as close to the event time as possible.
- 3.) Include all relevant details: Who, what, where, when, why, how.
  - Attempt to identify the time and approximate location of the event. (We will see if we can find the event on camera.)
  - Describe pertinent details about the people involved, including gender, clothing worn, and other physical descriptions (glasses, earrings/piercings, tattoos). You can confirm with your supervisor acceptable or appropriate descriptions regarding race, height, size, etc.
  - Without putting yourself in danger, attempt to identify the people involved. This can include identifying what field they are playing on, or what team they were cheering for. If it is a player, you can attempt to determine jersey number, and compare it against game sheets. This information should be included in the report, along with how you came by the information, and a copy of the gamesheet.
  - Don't include personal beliefs – instead of saying that someone was acting inappropriately (personal opinion), write what they were doing that you felt was inappropriate – yelling, using profanity, waving arms, spitting, etc.
  - If you are including the language that the person used, write it as a complete quote. If they used profanity, write down the actual words they used, so there is clarity when discipline reports are sent out. Please don't abbreviate or shorten the words used, if you write that the person said “F you”, it will be assumed that is a direct quote.
  - Include in the report if you were or were not able to resolve the problem, and what actions you took (Provided manager's office number, etc.)
  - Be prepared to be contacted regarding the event – if need be, you can contact your supervisor to let them know what happened, and they will provide some suggestions on what you need to include in your report.
- 4.) Remember to include any witnesses, and have them write up a report from their own perspective. Particularly in a discipline report, it should be clear who wrote the report, and how they were involved. If there is more than one name as the “author” of the report, it should be clearly identified who wrote what.