**Introductory Assignment**

**Office Administration**

**These tasks will help you start thinking about the key skills we will be developing in the year ahead.**

**Learning Outcomes:**

* *to identify different types of business document and when they might be used*
* *to give examples of when to use a formal or informal communication style*
* *to describe different activities carried out by administrators*

Task 1: Different types of business documents and when they might be used

*Learning outcome: to identify different types of business document and when they might be used*

You will come into contact with many different types of business documents once you start work. Some of these are listed below. Please put together a short PowerPoint (or Google Slides) which should include:

* A definition of each document, put in language you understand
* Include an advantage and disadvantage of each document
* Give an example of when you might use that document

**Business letter Memo Email Notice Advertisement**

Task 2: Using formal and informal communication styles

*Learning outcome: to give examples of when to use a formal or informal communication style*

In a general office, you will send out many different documents, external and internal, during the working day. Some of these use a formal style of communication, while others use an informal communication style.

Write a short definition of formal and informal communication and complete the table on the next page to state the style of communication (formal or informal) that should be used for each example and give reasons for your choice of communication style.

Formal communication is:

Informal communication is:

|  |  |
| --- | --- |
| **DOCUMENT** | **APPROPRIATE COMMUNICATION STYLE AND REASONS FOR CHOICE** |
| A reply to a letter of complaint which has been received from a customer |  |
| A reply to an email from a colleague in the finance department querying the number of customers booked on next month’s business trip to Switzerland |  |
| A letter to a customer attaching the company’s brochure |  |
| A reply to a memo from your manager requesting confirmation of attendance at the staff summer ball |  |
| A letter inviting job applicants to an interview for the post of Finance Manager |  |
| A reply to an email from a customer asking for the price of the latest item in your catalogue. |  |
| A reply to an email from a colleague inviting you to a team lunch |  |

Task 3: Activities carried out by administrators

*Learning Outcome: to describe different activities carried out by administrators*

Working in administration can involve a wide range of tasks. Please choose 5 tasks that would be common to ANY type of junior role in an office, describe each activity, what skills you would be using and say why each task is important to the company.

This can be displayed as a factsheet for use with new members of staff, to help introduce them to their role – please title it ‘**Essential tasks in the office’**.

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