

Higher Administration (2016)

① When organising a meeting Christine should create a priorities list (in order of importance) of all the tasks that need to be carried out.

She should contact managers to confirm attendance numbers, and check for any special requirements eg dietary or disabilities.

This then allows her to book suitable accommodation, book any required equipment, including video conferencing facilities for remote attendees.

She will create an attendance register, and organise parking and signage for the day of the meeting.

② Marc uses an e-diary in the organisation of a meeting so that he can invite attendees, who can then confirm or decline their attendance immediately. This will then set a reminder in the attendee's electronic diary.

Prior to inviting attendees he could check for the most suitable date making reference to others calendars.

Recurring weekly/monthly meetings can be entered once, and suitable reminders set.

③ Written information allows for a permanent record which can be referred to at a later date whereas verbal communication provides instant information with no lasting record.

Both written and verbal communication can convey large amounts of detailed information

④ To comply with H&S legislation in relation to IT an organisation should:

- carry out regular risk assessments concerning IT equipment and take corrective action as required
- ensure that all workstations meet minimum standards in terms of ergonomics and display screen settings
- the organisation should offer regular eye tests to employees working closely with computers and make suitable contribution to the cost of corrective lenses required for the work situation
- employees should be given regular breaks when working with IT for an extended period of time - this will avoid eye-strain/back pain etc.

- ⑤ If there is poor communication between an administrative assistant and their line manager this could lead to tasks being misunderstood and as a result time being wasted clarifying the task, in addition it is possible that deadlines could be missed or a lower overall quality of work being produced. Either of these situations arising could result in increased instances of customer dissatisfaction and lower sales/profits.

With poor communication staff may lose motivation in their work, especially if goals are not clear. This is likely to result in increased absenteeism, and stress for those picking up uncompleted tasks. In the worst case scenario this could lead to a high staff-turnover, which has the effect of increasing recruitment and training costs.

- ⑥ If an organisation uses web-conferencing for a remote meeting this will reduce travel and accommodation costs, and allow meetings to occur more regularly between distant locations.

Body language and facial expressions can be seen which aids communication. In addition it is also possible to demonstrate products/services to improve decision making (this would not be possible with audio-conferencing).

⑦ Time and task management strategies that employees could use include:

- to-do lists where each task is noted and scored off once completed, this can assist with motivation seeing targets being achieved.
- priorities lists are similar to to-do lists however each task is allocated into urgent, medium and low priority
- gantt charts are a visual aid which show overall progress towards a target, this allows comparisons to be made between estimated and actual time spent on a task - in addition milestones can be used to track progress especially when working on large projects
- time stealers should be reduced as much as possible eg only handling papers once in order of priority, keeping electronics to a minimum by being in control of conversations with fellow employees.
- suitable use should be made of delegation to allow focus on the most important work and to enable a balance of workload by not taking on too much work.

⑧ An organisation should have a complaints procedure so that customers know who to contact if they have a concern and that staff are aware of company policy when responding.

An effective complaints procedure can create a positive image of an organisation, which allows feedback to be used to improve service. Customer loyalty will be increased with a clear complaints procedure which is implemented correctly.