

NCFE Level 2

Certificate in Principles of Business Administration

MANAGING INFORMATION

HEALTH AND SAFETY

PROJECT MANAGEMENT

SAMPLE

INNOVATION

MANAGE BUDGETS

RIGHTS AND RESPONSIBILITIES

Workbook 1

Mandatory

Section 1: Principles of providing administrative services

This section introduces you to the principles of providing administrative services. You will explore different kinds of meeting and how to provide administrative support for them. You will also look at booking and confirming travel and accommodation, business diaries, office equipment, mail services and the importance of providing good customer service.

Meetings

Please read the following as it will help you to answer question 1a.

Meetings are a daily occurrence for companies of all sizes. They gather together individuals with a shared interest in a topic and allow them to share information. They can also provide opportunities to learn and strategize. A meeting can be held for any number of people, from two to hundreds or even thousands.

Types of meeting

When you think of a meeting, you may imagine a group of people sitting around a desk talking seriously about something. This is true of a formal meeting, but today there are a lot of different types of meeting, such as videoconference and creative, that take place between a wide variety of people.

Meetings generally fall into one of two categories: internal or external. Internal meetings involve business staff, and include team, appraisal and project meetings. External meetings involve staff and non-staff, and include sales meetings with potential clients and meetings with contractors.

The most common meetings include:

Customer/sales meetings

It is important for companies to meet with their existing and potential customers to build good relationships with them and to showcase their products or services. A customer/sales meeting may involve presenting a 'pitch', which is designed to encourage the client to make a purchase.

These meetings may be held:

- at the potential client's offices
- at the company's offices
- off-site, at a hotel or conference centre
- online, using videoconference software such as Skype

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Project meetings

These meetings start at the beginning of a project and include individuals from each department involved in the project. Project meetings are held regularly throughout a specific time period so that everyone involved can be kept up to date on progress, issues or decisions. These meetings are usually held on-site.

Training and skill-building meetings

Continued professional development is an important element of business as it means that employees' skills are up to date, which keeps the business competitive.

Training and skill-building meetings will usually focus on one topic or skill, such as how to use a new order system. Training may be:

- 'in-house' – which means it is delivered by a company employee
- 'external' – which means that an expert from outside the business gives the training
- held on- or off-site

Courses can be:

- held in regular meetings – e.g. weekly training sessions or day release
- intensive, formal courses – e.g. a week of training sessions to achieve a formal qualification
- one-off sessions – e.g. when a new service or product is introduced
- 'toolbox' sessions – e.g. refresher training on one or two aspects of the job

Creative meetings

Not all meetings need to have a rigid agenda; creative meetings usually have a desired outcome called a brief, and attendees will work together to come up with as many different ideas as possible, no matter how wacky or unusual. For example, a business may want to update their 'brand', so a creative meeting may be held to decide on a logo or colour scheme.



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When organising a meeting, there are a lot of factors to take into account to ensure it runs smoothly. It is important to gather as much information about each factor so that the meeting can take place at the right time and venue and the correct people are invited.

Organising meetings

Please read the following as it will help you to answer question 1c.

Organising meetings can be complicated and time-consuming, depending on where they are, how big they are and what support resources are needed. When organising a meeting, it is important that the four Ws are asked and answered:

- **When** will the meeting take place?
- **Where** will the meeting happen?
- **Who** is coming to the meeting?
- **Which** resources and facilities are needed?

When will the meeting take place?

It is important to know the date and time of the meeting, as well as how long it will last. This means that:

- the room can be booked or reserved
- people can be invited to the meeting
- resources can be arranged
- people know how long the meeting is expected to run
- time zones can be checked for international videoconference



Did you know?

- In America, 11 million formal business meetings are held every day.
- Employees spend almost 40% of their time at work in meetings.
- 25% of time spent in meetings is wasted on unrelated topics.



