

YEAR 11 TRANSITION RESOURCES

Subject: Business Administration

Level: Level 2 and Level 3 Courses

Focus for this fortnight: Role of the administrator

Please send questions / queries: jlandon@eastleigh.ac.uk

Knowledge

Level 3

All Business have structures and having the knowledge on the type of structure and how this effects the working of a business is very important.

Research the following structures and get an idea on how business are organised and operate:

Hierarchical structure
Flat Structure

- http://www.bbc.co.uk/bitesize/higher/business_management/business_enterprise/business_contemporary_society/revision/1/

Level 2

How to write a good customer service letter. Give it a try and email them in:
<https://www.callcentrehelper.com/how-to-write-a-good-customer-service-letter-example-82423.htm>

Skills

Understanding the importance of communication In Business professional at both Level 2 and 3 is very important.

Understanding the difference between verbal and written communication and the do's and Don'ts on what is acceptable in Business.

Try these links and see how you get on:

<https://positivepsychology.com/communication-activities-adults-students/>

<https://www.youtube.com/watch?v=bnd4fDb6BZE>

<https://futuraumcareers.com/ten-simple-games-to-improve-your-communication-skills>

Behaviours

Behaviours could well link to our College values of respect, professionalism, resilience and ambition and tie the values into the knowledge and skills where possible and also tie into career / work experience success.

Both level 2 and 3 will need excellent professionalism and respect when dealing with internal and external customers. Look at these clips on good and positive body language and identify the difference in the professionalism and respect. Try and find some clips with negative body language.

<https://www.youtube.com/watch?v=VV1cMmCKxmY>

<https://www.youtube.com/watch?v=6vT6sqjBFrs>

<https://www.youtube.com/watch?v=vicuZS0ChYQ>

Level 3 – Research what are internal and external customers:

<https://smallbusiness.chron.com/internal-customer-external-customer-11698.html>



For more information, or to apply for your next course, please visit our website at www.eastleigh.ac.uk.
You can also call our friendly team on 023 8091 1000.