**Turnbull High School**

**BECS Department**

****

**Administration & IT**

**House Style Layouts**

**Reference Information**

National 4/National 5/Higher

Curriculum for Excellence

National 4/National 5/Higher

*Experiences & Outcomes*

Links to Previous Learning

**TCH 3-03a**

I can explore and use the features of a variety of familiar and unfamiliar software to determine the most appropriate to solve problems or issues.

**TCH 3-06a**

In a business environment, I explore and use data handling software which allows me to search, sort, calculate, interpret, retrieve or display information.

**TCH 4-04a**

Throughout my learning, I can make effective use of a computer system to process and organise information.

**TCH 4-06a**

To facilitate the transfer of skills between classroom and the world of work, I can select and use specialist equipment and appropriate software to develop administrative and management skills.

**TCH 4-07a**

Whilst working in a simulated or real workplace, I can select and use appropriate software to carry out a range of tasks which support business and entrepreneurial activities.

**WORD PROCESSING**

Punctuation

One space should be left after punctuation such as: ! . , : ;

Dashes

The dash is used to show a pause in a sentence – it has one space before and after –

We went to the zoo – we saw a crocodile – then we had tea.

The Dash is used when figures and words are mixed eg

Page 47 – Page 49 1900 hours – 2100 hours 7.30 pm – 9.30 pm

Hyphens

The hyphen is used to join 2 words together. It has no spaces before and after eg

She is a well-known star. Bring the first-aid box. Buy a pedal-bin.

Also use the hyphen to express a range of figures –

Pages 47-49 1900-2100 hours 7.30-9.30 pm

Dates

Must always be typed in full eg 1 May 2013

Times

May be keyed in using 12 hour clock or 24 hour clock –

7.00 am 0700 hours 11.59 pm 2359 hours

Ampersand

The ampersand (&) should only be used in company names eg Marks & Spencer.

Measurement

There is usually one space between the number and the unit of measurement:-

|  |  |
| --- | --- |
| Examples | Exceptions |
|  |  |
| 4 m | £1,000 |
| 1 litre | £1.25 |
| 3 ft | £0.25 |
| 6 kg | 25p |
| 10 per cent | 10% |

Abbreviations

In general, in word processing, you do not use abbreviations. We would normally word process the full word. Some are, however, acceptable –

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ie | am | pm | plc | mm | ft |
| etc | Mr | Mrs | Ms | Dr | Rev |

Words and Figures

All numbers expect **one** must by keyed in as figures unless the number is at the start of a sentence. If a number is included in a figure of speech it should be in words.

**Examples**:

Last week there were 10 pupils in class, today there is only one.

Fifteen girls went on the summer trip.

I have a hundred and one things to do.

Numbering Pages

Page numbers should be placed in the footer area. The number should be placed under all other details you are asked to include in the footer such as Name, Date and Task Number.

Margins

Top and bottom margins should always be 2.54 cms. The left and right margins should be amended to the measurements given in the exercise.

Printing

Read instructions carefully to see whether your name should be displayed in the Header or Footer area. Your full name should be included – First and Surname. You should also include the date the piece of work was completed and the task number to help you file it away correctly.

**24 Hour Clock**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Morning*** | |  | ***Afternoon*** | |
| **0.00 am**  **(Midnight)** | **0000 hours** |  | **12.00 pm**  **(midday)** | **1200 hours** |
| **1.00 am** | **0100 hours** |  | **1.00 pm** | **1300 hours** |
| **2.00 am** | **0200 hours** |  | **2.00 pm** | **1400 hours** |
| **3.00 am** | **0300 hours** |  | **3.00 pm** | **1500 hours** |
| **4.00 am** | **0400 hours** |  | **4.00 pm** | **1600 hours** |
| **5.00 am** | **0500 hours** |  | **5.00 pm** | **1700 hours** |
| **6.00 am** | **0600 hours** |  | **6.00 pm** | **1800 hours** |
| **7.00 am** | **0700 hours** |  | **7.00 pm** | **1900 hours** |
| **8.00 am** | **0800 hours** |  | **8.00 pm** | **2000 hours** |
| **9.00 am** | **0900 hours** |  | **9.00 pm** | **2100 hours** |
| **10.00 am** | **1000 hours** |  | **10.00 pm** | **2200 hours** |
| **11.00 am** | **1100 hours** |  | **11.00 pm** | **2300 hours** |

**Correction Signs**

**You must be familiar with the following corrections signs given in the margins of documents.**

|  |  |  |
| --- | --- | --- |
| **Uc** | **uc** | (means upper case) Change from a small letter to a capital letter.  *Example:* The concert will be held in Elder hall.    Underlined to show which letter  has to be changed to a capital letter. |
|  |  |  |
| **lc** | **lc** | (means lower case) change from a capital letter to a small letter.  *Example:* Meet me at John’s Garage as soon as possible.    Underlined to show which letter  has to be changed to a capital letter. |
|  |  |  |
| usually |  | Insert. Put in a word or letter where shown on text.  *Example:* The month of June is warm and sunny.  The insert sign shows where the  word has to be inserted.  The word to be  inserted is shown  in the margin |

NOTE: The sign # means space. Therefore # would mean you would insert a space where indicated.

|  |  |  |
| --- | --- | --- |
| **trs** | **trs** | (means transpose) Change the order of letters or words.  *Example:* Please visit on Tuesdays or Mondays.    The line shows that “Mondays” should go before “Tuesdays”. |
|  |  |  |
| **NP** | **NP** | (means new paragraph) Start a new paragraph at the place shown by the **[**  *Example:* at the earliest chance. **[**Now I want to talk about  Take a new paragraph here. |
|  |  |  |
| **run on** | run on | Do not take a new paragraph. (Take a new sentence – but do not take a new paragraph).  *Example:* play football.  Another game which I enjoy very much is golf.  Start “Another etc” 1 space after “football”. |

|  |  |
| --- | --- |
| **Caps**  Caps | Put the words underlined in capital letters.  *Example:*  River Showboat  would be word processed as: RIVER SHOWBOAT  *Note: you may sometimes see u/c in the margin. This too means to use capital letters for the underlined letter or words.* |
|  |  |
| **Sp caps**  Sp caps | Put the words underlined in spaced capital letters. This means you leave one clear space between each letter in a word and press the spacebar 3 times between words.  *Example:*  The name of the showboat was Rainbow.  Would be word processed as:  The name of the showboat was R A I N B O W. |
|  |  |
| **stet**  stet | This means “let it stand”. The word(s) scored out should be left in. The word will have a broken underline shown under it.  Example:  ~~by far~~  They were ~~easily~~ the best team. |
|  |  |
| **close up** | This means do not leave a space. Close up the space shown.  Example:  I love to play foot ball on Saturdays. |
|  |  |
| HESLIN | A word which is not clear is written in capitals in the margin. (Do not key it in using capitals).  Example:  Please call on Mr *Heslin* as soon as possible. |

**Instructions**

The following list of instructions is commonly used on documents.

|  |  |
| --- | --- |
| **Bold** | A word or phrase will be underlined in a paragraph or statement. If bold is written in the margin then bold only those words with the underline – do not underline! |
|  |  |
| **u/l** | This means underline. You will be required to underline those words shown in the paragraph with a line under them. |
|  |  |
| **Italics** | A word or phrase will be underlined in the paragraph or statement. If italics is written in the margin then Italicise those words with the underline – do not underline! |
|  |  |
| **Highlight** | A word or phrase will be underline in the paragraph or statement. If highlight is shown in the margin then you can choose to use bold, italics or underline to highlight the words or phrases. |

**LAYOUT OF A BUSINESS LETTER**

****

**Brackenbrae Credit Union**

30 Riggs Terrace

BISHOPBRIGGS

Telephone No: 0141 762 4556

E-mail: bcumail@hotmail.co.uk

*>3LS*

AS/OWN INITIALS ***REFERENCE* – *Person signing the letter/***

*>2LS*  ***your initials – always CAPS***

24 June 20-- ***DATE* *– always in full (no th, rd or st)***

*>2LS*

Mr John Smith ***NAME & ADDRESS of person receiving***

12 Beech Road  ***the letter***

GLASGOW ***TOWN/ CITY - CAPS***

G13 9UV ***POSTCODE – all letters in CAPS***

*>2LS*

Dear Mr Smith ***SALUTATION - could be Sir/Madam***

*>2LS*

CREDIT UNION ACCOUNT ***SUBJECT HEADING – always CAPS***

*>2LS*

First Paragraph

>2*LS*

Second Paragraph

>2*LS*

Yours sincerely ***see note below***

>6*LS*

Ahmed Sharif ***NAME of person signing the letter***

Managing Director ***DESIGNATION – Job Title***

>3*LS*

Enc ***Used to indicate if items have been***

***enclosed with the letter (Encs for more than one)***

**Note:**

Yours sincerely is used for Dear Mr or Mrs

Yours faithfully is used for Dear Sir/Madam

**LAYOUT FOR ITINERARIES**

Bold

**ITINERARY FOR MR JAMES RILEY**

>2ls

**MEETING IN LUTON WITH GENERAL MANAGER ON (*insert next Monday’s Date)***

>3ls

Bold & Underline

**Monday, *(insert correct date)***

>2ls

|  |  |
| --- | --- |
| 0800 hours | Depart Glasgow Airport for Luton Airport on Flight No TN640 |
| 0930 hours | Arrive Luton Airport – company car will be waiting to take you to the Royal George V Hotel – Conference Room 3 |
| 1015 hours | Interview with General Manager from Head Office |
| 1130 hours | Company car to Airport for lunch meeting with William Ross, Manager, North-east Division |
| 1230 hours | Lunch |
| 1430 hours | Depart Luton Airport for Glasgow – Flight No AE241 |
| 1600 hours | Arrive Glasgow Airport |
| 1630 hours | Taxi booked for return journey to office |

**Note:** Itineraries should be set up using a table. Once complete the lines should be removed from the table.

**LAYOUT OF DOCUMENTS FOR MEETINGS**

Bold

**Notice of Meeting**

>3ls

Committee Meeting of Bellahouston Social Committee to be held in the Board Room at 1300 hours on Tuesday 29 January 20--.

**>3ls**

**Agenda**

>2ls

1. Apologies for absence
2. Minutes of previous meeting
3. Matters arising
4. Correspondence
5. Treasurer’s Report
6. Secretaries Report
7. Summer Ball Arrangements
8. Any other business
9. Date and time of next meeting

Bold

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Chairperson’s Agenda**  **>3ls**  A Committee Meeting of the Bellahouston Social Committee is to be held in the Board Room at 1300 hours on Tuesday 29 January 20--.  **>3ls** | | | | |
| ***Agenda***  ***>2ls*** | | ***Notes*** | | |
| 1. | Apologies for absence | | 1. | Anna White is on annual leave. Graham Mitchell is off work due to illness. |
| 2. | Minutes of the previous meeting | | 2. |  |
| 3. | Matters arising | | 3. |  |
| 4. | Correspondence | | 4. | Receipt and Booking confirmation received from Glasgow Road Hotel. |
| 5. | Treasurer’s Report | | 5. |  |
| 6. | Secretaries Report | | 6. | Increased workload in HR department due to new staff appraisal system. |
| 7. | Summer Ball Arrangements | | 7. | Dexter’s Big Blues Band confirmed. Initial numbers approximately 200. Cost per person £50. |
| 8. | Any other business | | 8. |  |
| 9. | Date and time of next meeting | | 9. | Last week of March. Avoid Tuesday – fundraiser planned. |

Bold

**MINUTES OF MEETING OF THE BELLAHOUSTON EVENTS PLANNING COMPANY**

>3ls

The Monthly Meeting of the Bellahouston Events Planning Company was held in The Board Room on Monday 5 January 20--.

>2ls

PRESENT

>2ls

Ahmed Sharif, Chairperson

Andrew McCarthy

Andrew Person, Secretary

>2ls

APOLOGIES

>2ls

No apologies were received.

>2ls

MINUTES OF PREVIOUS MEETING

>2ls

The minutes of the previous meeting were read and accepted.

>2ls

MATTERS ARISING FROM MINUTES

>2ls

The Chairperson reported that the final preparations were underway for the Health and Safety conference. A final list of attendees would be received within the week.

>2ls

ANY OTHER BUSINESS

>2ls

Andrew Person was pleased to report that he had passed the first part of his Microsoft Access training course.

>2ls

DATE OF NEXT MEETING

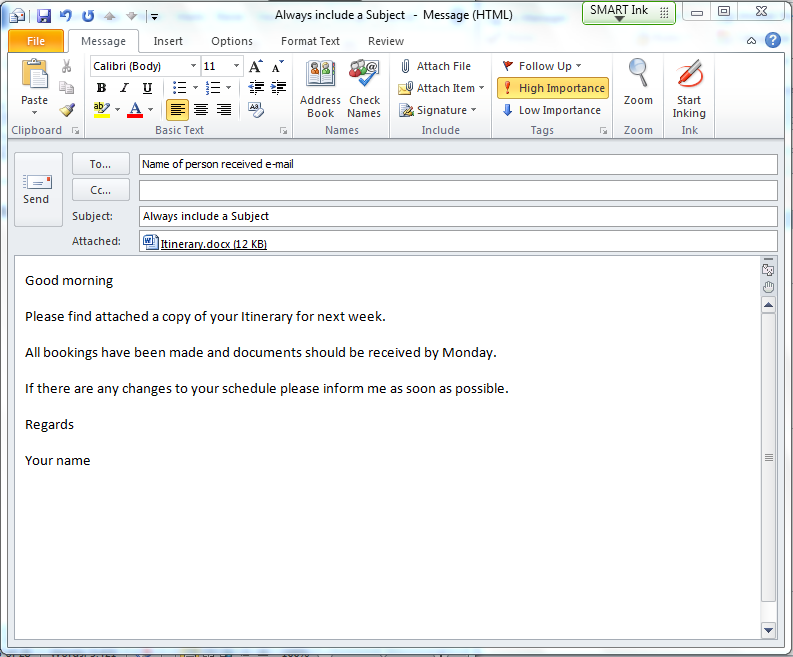
>2ls

12 January 20--.

**BUSINESS E-MAILS**

|  |  |
| --- | --- |
| 1 | Always include a subject in your e-mail. |
| 2 | Do not use all capital letters as this is considered to be SHOUTING. |
| 3 | In the To: field enter the name of those you are sending the e-mail to that may have to action or do something with the information. |
| 4 | In the cc: field enter the name(s) of those people you are sending the e-mail to for information only. |
| 5 | Start your e-mail by using Good morning or Good afternoon depending on the time of day you are sending it. DO NOT use Hello, Dear or Hi – these are not acceptable as part of our housestyle. |
| 6 | Always use the word Regards to finish your e-mail followed by 2 returns then your full name. |

**Example:**



**SPREADSHEETS**

**All formula must start with an equals sign (=)**

Addition, Multiplication, Subtraction and Division. The following symbols are used:

|  |  |
| --- | --- |
| Add | **+** |
| Multiply | **\*** |
| Subtract | **-** |
| Divide | **/** |

The **+** sign should only ever be used when addition together 2 values or 2 cells.

Example: =A1+A2

If you have more than 2 values or cells to add together then you must use Autosum - ∑. This can be found on your toolbar.

Example: =SUM(A1:A4)

Other functions:

You could be asked to calculate a:

Example

Min =MIN(A1:A4)

Max =MAX(A1:A4)

Average =AVERAGE(A1:A4)

Count =COUNT(A1:A4)

These can be found by pressing your insert function button *fx*. This can be found on your formula bar.

Printing

Printout should be on one page only. You should change your page layout to Landscape and ensure you have selected Fit to one by one as part of your print set up.

**GRAPHS**

4 main types of graphs to produce:

**Bar Chart, Line Graph, Column Chart and Pie Chart**

Bar, Line and Column Charts must contain a heading and have labels on the axes.

Example:



A Pie Chart should contain a heading as well as a legend. There must also be some indication of how much each segment of the pie represents. This could be a value (see example below) or a percentage.



Administrative Practices

Tasks, skills and qualities of an administrator

The 2 documents produced in an organisation to show the tasks, skills and qualities of an Administrator are the Job Description and Person Specification.

The Job Description contains all the details of the job including salary, type of contract and duties you will be expected to carry out.

The Person Specification contains information about the skills and qualities the idea candidate for the job would require to do the job.

Example:

**JOB DESCRIPTION**

|  |  |  |  |
| --- | --- | --- | --- |
| **JOB TITLE:** | Administrative Assistant | | |
| **RESPONSIBLE TO:** | Administration Manager | | |
| **DEPARTMENT:** | Housing | **JOB REFERENCE NO:** | HADM01852 |
| **LOCATION:** | Argyle Street, Glasgow | | |
| **SALARY:** | £16,000 | | |
| **TYPE OF CONTRACT:** | Full-Time Permanent | | |
| **HOURS OF WORK:** | 35 Hours per week | | |
| **HOLIDAY ENTITLEMENT:** | 25 days plus 8 bank holidays | | |
| **MAIN PURPOSE OF JOB:** | As an Administrative Assistant you will be expected to act as part of the administration team and as such your job will involve you in supporting other members of the team from time to time. Your job is to perform basic administration to enable the Administrative Manager to concentrate on more complex administrative tasks such as upgrading the filing system. You may have to undertake the necessary computer training. | | |
| **MAIN DUTIES AND RESPONSIBLITIES** | **Answering the telephone** - taking calls from customer, clients and suppliers. Answering general queries by telephone.  **Emailing** - sending and receiving emails from customer/clients/suppliers and staff.  **Filing** - filing important documents for other departments in the organisation. Maintaining records, filing systems and computer files. Obtaining information from the computer.  **Word Processing** - word processing and creating business documents.  **Photocopying** - photocopying documents for members of staff.  **Dealing with the E-diary** - to make appointments for members of staff.  **Dealing with the Visitors Sign In/Out book** - ensuring that all visitors have signed the book when they are visiting a member of staff and signed out, in case there is a fire.  **Mail** - dealing with incoming mail (mail which comes into the organisation from customers/clients) and outgoing mail (mail being sent to customers/clients). This will include sorting and opening post.  **Meetings** - schedule and coordinate meetings, appointments and travel arrangements for managers or supervisors. Prepare agendas for meetings and prepare schedules. Record, prepare and distribute minutes of meetings. | | |

**PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
| **Criteria / Attributes** | **Essential** | **Desirable** |
| **Qualifications / Training** | Educated to at least Higher Grade or equivalent including English or equivalent qualifications/experience. | ECDL or working towards this. |
| **Experience** | Computer Literate.  Experience of Microsoft Office Software. | Previous admin experience. |
| **Skills/Knowledge** | Knowledge and understanding of basic office procedures.  Can use Microsoft Office, Excel, Word, mail merge, and databases.  Accurate data input skills. | Ability to learn new ICT skills quickly. |
| **Personal Qualities** | Good communication and interpersonal skills.  Ability to plan and organise workload.  Able to work on own initiative or with others on tasks with minimum supervision. | Good time management skills. |

Health and Safety

* Health and Safety issues
* Understanding what the employee must do to observe health and safety rules in accordance with the current legislation
* Identification of hazards in the office and measure to ensure safe practice

**Induction Training**

The word induction comes from the word introduction. Induction training is training which an employee first receives when starting a new job. The Human Resources (or Personnel) Department will be responsible for general induction training such as general policies and procedures. The employee’s department will be responsible for specific job-related training.

In some organisations the induction process will last for a few hours, in others it can last for a few days.

All employees must be given training on health and safety issues as part of their induction training.

###### Health and Safety Policy Statement

A health and safety policy statement sets out how an organisation manages health and safety in the workplace. It demonstrates the organisation’s attitude towards health and safety and the steps, arrangements and systems the company has in place to ensure it is following health and safety legislation.

There is a requirement under the Health & Safety at Work Act 1974 that an organisation with five or more employees must have a written health and safety policy.

A health and safety policy is not just a legal requirement. It demonstrates an organisation’s commitment to achieving good health and safety standards. It should also clearly set out what is required by the employer and employee of an organisation and show that the organisation tries in every way to reduce accidents and ill health within the workplace.

All employees should read, understand and follow the health and safety policy. However, it is the responsibility of everyone in an organisation to ensure that all health and safety policies are followed at all times.

###### Current legislation

**Health & Safety at Work Act 1974**

This Act outlines the general responsibilities of employers and employees – it is more comprehensive than previous pieces of legislation and applies to all premises and everyone at work. Key points covered by this Act include the following.

|  |  |
| --- | --- |
| **Employers must:** | **Employees must:** |
| * Provide and maintain a safe and secure workplace | * Take reasonable care for their own safety and the safety of others |
| * Make up a Health and Safety policy – this states all the rules for keeping the workplace and the people in the work place secure | * Co-operate with the employer and make sure they follow all the rules regarding health and safety |
| * Provide the proper safety equipment and clothing for staff | * Make sure you use/or don’t misuse the correct equipment and wear safety clothing provided |
| * Provide staff with training and safety information |  |

**Provide training and information**

The employer must provide clear instructions, information and adequate training for all employees. The employer should keep training records to help identify when it would be appropriate to offer refresher courses to remind employees of what is required of them. Health and Safety training should be paid for by the employer and take place during normal working hours.

**Provide the right workplace facilities**

An employer must provide **welfare facilities** for employees. These would include:

* Toilets and hand basins, with soap and towels or hand-dryer;
* Drinking water;
* A place to store clothing (and somewhere to change if special clothing is worn during work);
* Somewhere to rest and eat meals.

An employer must also provide a **healthy environment** and make sure there is:

* Good ventilation – supply of fresh, clean air drawn from outside or a ventilation system;
* Reasonable working temperature (usually at least 16oC);
* Lighting suitable for the work being carried out;
* Enough room space and suitable workstations and seating;
* A clean workplace with appropriate waste containers.

An employer must keep the workplace **safe** by:

* Properly maintaining the premises and work equipment;
* Keep floors and traffic routes free from obstructions;
* Have windows that can be opened and cleaned safely.

**Display the Health and Safety Law Poster**

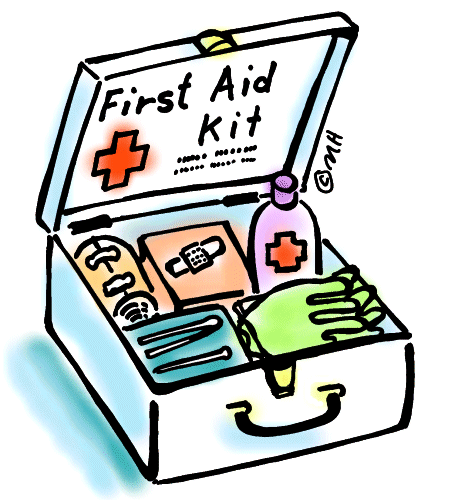
By law an employer must display the Health and Safety Poster produced by the HSE (Health and Safety Executive) even if they just have one employee or provide a copy of the pocket card to each employee. The poster should be displayed where workers can easily read it.

**Health & Safety (First Aid) Regulations 1981**

The purpose of this legislation is to ensure employers provide first-aid equipment, facilities and staff in the event of an accident or incident. The key points of this legislation are:

* Employers must provide a suitably stocked first-aid box
* A first-aider should be appointed to take charge of first-aid arrangements
* Employees must be informed of first-aid arrangements.

**First Aid Procedures**



If an employee witnesses an accident at work she/he should:

* Contact one of the organisation’s first aiders (people not trained in first aid

should not attempt to treat an injured person).

* Re-assure the person that action is being taken – keep them calm.
* Wait with injured person until the first-aider arrives.
* Complete an Accident Report Form.

**The Fire (Scotland) Act 2005**

Duties of Employer

1. Employer shall ensure, so far as is reasonably practicable, the safety of the employees in respect of harm caused by fire in the workplace.
2. Employer will carry out an assessment of the workplace for the purpose of identifying any risks to the safety of the employees in respect of harm caused by fire in the workplace.

The risk assessment looks at the premises, the activities carried out there, and the potential for a fire to occur and the harm it could cause.

**The employer should:**

* identify the people at risk
* identify the fire hazards
* evaluate the risk and decide if existing fire safety measure are adequate
* record the fire risk assessment information where 5 or more employees are employed.
* review the fire risk assessment at regular intervals.

Duties of employees

1 Each employee shall while at work take reasonable care for their own safety in respect of harm caused by fire.

2 Take reasonable care for the safety of any other relevant person(s) who may be affected by acts or omissions of the employee.

3 Co-operate with the employer in as far as is necessary with respect to fire legislation.

**Health and Safety (Display Screen Equipment) Regulations 1992**

In keeping with technological advances, this legislation was introduced to ensure employers provide comfortable working conditions for computer users. The key points of this legislation require employers to:

* assess the computer environment, identify potential risks and take action to

minimise these

* assess workstation requirements and provide:
  + - adjustable controls on VDU
    - adjustable and stable seating
    - suitable workstation surface and design
    - adjustable, separate keyboard
* vary work and allow regular breaks
* arrange eye tests and provide corrective spectacles if appropriate
* provide adequate training and information for employees regarding health and

safety in relation to their workstations.

**The Health and Safety Executive**

Health and safety legislation is developed and enforced by the Health and Safety Executive (HSE) and by local authorities. HSE inspectors can visit business premises without warning. The following sanctions and penalties can be imposed by HSE where health and safety legislation has been breached:

* serve an improvement notice – where the organisation will be required to make

improvements within a given deadline

* serve a prohibition notice – the HSE can close premises which are considered to be

too dangerous for work

* impose fines of up to £20,000
* imprison employers for up to 6 months

**Security of people, property and information**

Ways to protect People & Property & Information:

|  |  |
| --- | --- |
| **People** | |
| 1 | A reception area is needed with a receptionist present, so that all guests have to sign into the building. Visitors should not be allowed to move around the building by themselves. |
| 2 | Visitor passes should be worn at all times by visitors so people know who they are. A visitor wearing a pass makes it easy to see who has permission to be in the building. |
| 3 | Staff should wear ID badges at all times to show they work there. |
| 4 | An intercom at the entrance can control and monitor who gains entry to the building. |
| 5 | Staff should be provided with a staff in/out book. This should be signed when they come into the business and then signed again when they leave again, even for a short time. |
| **Property** | |
| 1 | The business should make a note of all serial numbers of machines they have to allow the identification of machines if they are stolen and then recovered. |
| 2 | Staff should not devices such as mobile phones and laptops out in the open. Other members of staff or visitors could remove (steal) the devices. |
| 3 | Staff should report any suspicious individuals to security staff to investigate. Security staff will be able to monitor CCTV and track the individual down. They have been trained in how to approach suspicious individuals. |
| 4 | Staff should have a lockable drawer or even a lockers to keep their valuables in. |
| 5 | Security doors with pin codes or swipe passes at the entrance and around the building should be used to make sure that only authorised people enter the building. |
| 6 | All copies of keys should be signed in and out to keep a record of who has them. |
| 7 | Property in an organisation can be kept safe by locking rooms. |
| 8 | Staff should make sure that doors shut behind them so unauthorised people do not enter the building behind them. |
| **Information** | |
| 1 | Staff should use a password-protected screen saver or ‘lock’ the screen when they leave their desk. Staff may have sensitive information displayed on their screen so should lock their computer terminal when they leave it. |
| 2 | Do not store sensitive information on USBs or pen drives. They can be easily lost or misplaced and this may result in the information getting into the hands of someone who would use it for criminal activities. |
| 3 | Staff should change their passwords on a regular basis. |
| 4 | Door should be kept locked and should only be unlocked by member of staff when they need to enter or leave the business. |
| 5 | Anti-virus software should be installed and regularly updated so systems are safe. |
| 6 | Read-only files can be read by all but only changed by the author. |

Legislation

**Copyright, Design and Patents Act**

Introduced to protect people who have created original pieces of work. books, music, films, games, applications.

2 main purposes of the Act:

* + To ensure **people are rewarded** for their endeavours.
  + To **give protection** to the copyright holder if someone tries to steal their work.

The Act protects a wide range of work… written and computer based. Includes:

* + Copying Software;
  + Copying or Downloading music;
  + Copying images or photographs from the Web;
  + Copying text from web pages.

**Computer Misuse Act**

The **Computer Misuse Act** makes it illegal to:

* gain unauthorised access to a computer's software or data (**hacking**) - including the illegal copying of programs.
* gain unauthorised access to a computer's data for **blackmail** purposes.
* gain unauthorised access to a computer's data with the intention of altering or deleting it. This includes planting **viruses**.
* copying programs illegally (**software piracy**)

A conviction may lead to a fine and a 5-year prison sentence.

**Customer Service**

**Benefits of Good Customer Service**

Customer service is about gaining and retaining customer. Loyal customers are well worth looking after as they buy on a more regular basis from a business. This means that organisations must provide good communications, effectively deal with enquiries, efficiently deal with complaints and offer excellent after sales service.

Keeping a customer is much cheaper than attracting a new one.

Good customer service will mean:

* Customers will return time and time again. This will help to increase sales and customers are more likely to try out the other product and services you have on offer.
* Satisfied customers will recommend your business to others. (Dissatisfied customers will complain to an average of 10 other customers and potential customers).
* Cut costs (attracting new customers is thought to be five times as expensive as retaining existing ones).
* Better public image. Good customer service will help build a positive image of your organisation with customers. They will trust you because of the good reputation you have.
* Workers will be happier and more motivated. Staff who deliver good customer service will receive customers’ appreciation and are then further motivated to offer good customer service. (Employees do not want to deal with complaint after complaint every day). The business should be a happier place to work.

****

**The Key Features of Good Customer Service**

**Answering the telephone**

Make sure that someone is picking up the telephone when someone calls the business. Have a simple list of rules that all staff can follow when dealing with telephone calls:

For example:

1. Answer all incoming phone calls before the third ring.

2. When you answer the phone, be warm and enthusiastic.

3. When answering the phone, welcome callers with the name of the organisation and your name, for example: “Good morning. Bellahouston Events Planning Company. John speaking, How may I help you?”

4. Speak slowly and clearly so the caller will understand you easily.

5. Watch the language you are using. Do not use slang. Instead of saying, "OK", or "No problem", for instance, say "Certainly", "Very well", or "All right".

6. Be positive. For example, rather than saying, "I don't know", say, "Let me find out about that for you."

7. Always ask the caller if it's all right to put her on hold and don't leave people on hold. Offer them choices if possible, such as "That line is still busy. Will you continue to hold or should I have \_\_\_\_\_\_\_\_ call you back?"

8. Train everyone else who answers the phone to answer the same way.

**Don't make promises unless you will keep them**

Being reliable is one of the most important things in a having a good relationship with customers. If you say, “I will have that sorted within the hour”, then make sure it is sorted within the hour. Otherwise, don't say it. Think before you give any promise - because nothing annoys customers more than a broken one.

## Value and Deal with Complaints

Unless you listen to the complaints of your customers you will not be aware of what you will need to improve.

* Show sympathy and apologise for the fact that the customer is upset ('I'm sorry to hear that you are disappointed').
* Listen to what the customer has to say without interrupting them.
* Establish the facts. What went wrong and when.
* Agree what you will do to sort the complaint.
* Give your name and contact details to the customer, so they know who is taking responsibility for the problem.
* Keep the customer informed and deal with the problem quickly and politely.

**Train your staff to be always helpful and courteous**

Your business reputation can be harmed by someone who is impolite or offhand on the phone or in person. Greet customers as if you are pleased to see them. Be polite, friendly and positive. Smile, make eye contact and look and sound enthusiastic. Always speak clearly so the customer will understand you.

Train staff so that they understand their role to keep the customer happy. For example, in a restaurant staff would be trained to show customers to their seat, make sure they have a menu and get a drinks order from them whilst they decide what to have to eat. They would return after the meal has been delivered to see if the customer is happy with their meal and if they need a top up for their drinks. Regular contact between the server and the customer will make sure that the customer feels looked after. They are then more likely to return and of course reward the good service with the leaving of a tip.

When one person has made a mistake, whoever is talking to the customer must take responsibility by apologising. It should be a clear rule that employees are never allowed to blame other employees in the company.

**Create a good impression**

Make sure your appearance and the look of your business convey the right image. Think what you could use to impress customers.

Do customers expect to be served by someone in uniform or smart clothes?

Are your premises clean and tidy?

Is the paintwork looking a little shabby?

Does your packaging make a good impression?



**Features of Good Information & Consequences of using unreliable internet sources of information**

|  |  |
| --- | --- |
| ****Quality Required**** | ****Details**** |
| ****Up-to-date**** | Information needs to be recent and current. There is little point trying to decide what train to get tomorrow using a timetable from last year. Users of the internet should check carefully the information given on a website to see when it was last updated. If it was completed recently then it will show that the website contains current information. If it was last up-dated 5 years ago, you may question how useful this age of information is.  Accessing out of date information could be damaging to the business. For example, the Sales Manager could look at a market report on line for last year instead of this year. It would not contain the most current and up-to-date information on the market conditions. Therefore, the decision based on it would be wrong. |
| ****Accurate**** | Information needs to be accurate enough for the use to which it is going to be put.  As far as possible, information should be free from errors (eg the figures add up; and have no spelling or grammatical errors. |
| ****Available**** | Information should be easy to obtain or access.  Information kept in a book of some kind is only available and easy to access if you have the book to hand.  However, if we have access to the internet then information can be easily accessed from all over the world. |
| ****Cost-effective**** | Communication represents a cost to any organisation. Information costs money. There is the cost of preparing communication and then the time taken to transmit and receive information. Care must be taken to ensure that the cost of the communication justifies its value and use. The benefits of having the information should outweigh the cost.  Obtaining information from the internet is a cost effective way to access a huge volume of information. However, if this information is incorrect or out of date then time and money has been wasted searching through this information. Remember, that there may well be hundreds of thousands of websites returned as a result of a phrase you type into a search engine. The website containing the information you need may not be number one in the list, but number 200. You need to spend your time searching through the websites reading information that may not be relevant or concise. This has cost the organisation both time and money. |
| ****Relevant/appropriate**** | Information should be relevant to the purpose for which it is required. It must be suitable for the reader/user.  What is relevant for one manager may not be relevant for another.  The user will become frustrated if information contains data irrelevant to the task in hand. |

|  |  |
| --- | --- |
| Sufficient/complete | Information should contain all the details required by the user. Otherwise, it may not be useful as the basis for making a decision. Users of information have different needs. The managing director doesn't have time to trawl through thick printouts of each week's production or sales listings - he or she wants a summary of the key facts. |
| ****Easy to use and understand**** | Information should be clearly presented (eg use summaries, charts) and not too long. It also needs to be communicated using an appropriate medium (e.g. email, printed report, presentation. Businesses should also consider developing "templates" which are used consistently throughout the organisation - so that users get used to seeing information in a similar style. |
| ****Reliability/Objectivity**** | Reliability deals with the truth of the information.  You can only really use information confidently if you are sure of its reliability and objectivity (free from bias).  If researching information from a text book, you can be confident that this information will be reliable. The name of the author will be published in the book and you can check their qualifications or what makes them an authority on that topic. However, if using the internet to find information you cannot be confident of the reliability or objectivity. Anyone can publish information on the internet eg Wikipedia.  If an organisation uses information from an unreliable source this may lead them to make decisions based on wrong information. In some cases this could damage the reputation of the business or the individual that has made the decision. |
| ****Timing**** | Information must be on time for the purpose for which it is required. Information received too late will be irrelevant. For example, if you receive a brochure from a theatre and notice there was a concert by your favourite band yesterday, then the information is too late to be of use.  A business may find that they miss out on business opportunities as they have been using information that it now out of date because it was not received on time. |