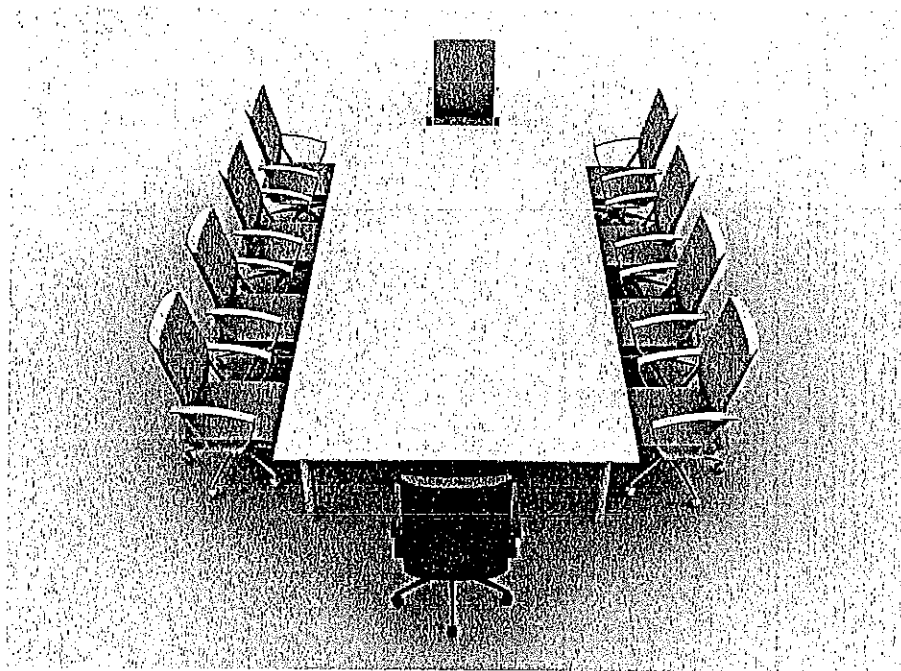


BUSINESS EDUCATION DEPARTMENT

CURRICULUM FOR EXCELLENCE

ADMINISTRATION AND IT



WORD PROCESSING

MEETINGS

THEORY

WHAT IS A MEETING??

MEETING = a gathering together of people for a purpose (*Collins English Dictionary*)

If it is decided that a meeting is necessary then it must be well organised and well run to ensure it is effective. This is why the role of the Secretary and the role of the Chairperson are vitally important for a successful meeting.

Meetings fall into two categories – informal meetings and formal meetings.

INFORMAL MEETINGS

Informal meetings are frequently held in business and can range from 2 members of staff talking at coffee break about a topic related to their work, to the weekly meeting of a Sales Team to discuss sales figures – this type of Team Meeting is very common in business.

Informal meetings differ from formal ones as they take place without any specified procedures or rules being followed. A group leader often leads the meeting rather than a Chairperson and notes of the meeting may not always be required.

FORMAL MEETINGS

The administrative assistant usually plays a role (often as secretary) at formal business meetings.

Formal meetings are normally held for a specific purpose and at regular intervals, eg the Annual General Meeting (AGM) of a public limited company which has to be held by law, or a Board Meeting.

Formal meetings tend to have procedures and rules and regulations that need to be followed.

Minutes (formal notes) of the meeting will require to be taken and kept as a record of what was discussed and what was decided during the meeting.

ROLES AND RESPONSIBILITIES

The roles and responsibilities of the main office bearers at a meeting are as follows:

CHAIRPERSON

The chairperson is responsible for keeping order at a meeting and generally taking charge of the meeting.

SECRETARY

This would be part of the role of an Administrative Assistant. The Secretary provides administrative support.

INSTRUCTIONS

All of the tasks contained within this booklet should be saved in your **Admin and IT folder**, sub-folder **Word Processing**. Then create a new folder called **Meetings**.

Remember to follow the layout given at all times as this is our House Style.

Proof read and spell check all documents before sending them to print.

DOCUMENTS

NOTICE OF MEETING AND AGENDA

In order that people know about a meeting (*who, when and where*) and the items to be discussed at the meeting, it is necessary to prepare a Notice of Meeting and Agenda.

An Agenda will usually always include the following items:

Apologies for absence
Minutes of previous meeting
Matters arising
Correspondence
Any other business
Date and time of next

An example of a Notice of Meeting and Agenda is given below:

Notice of Meeting

>3ls

A meeting of the Board of Directors is to be held in the Main Conference Room on Wednesday 23 March 20--, at 1000 hours.

>3ls

Agenda

- 1 Apologies for absence
- 2 Minutes of previous meeting
- 3 Matters arising
- 4 Correspondence
- 5 Proposed expansion
- 6 Appointment of new Administrative Assistant
- 7 Any other business
- 8 Date and time of next meeting

CHAIRPERSON'S AGENDA

The Chairperson should be well informed about the Agenda items so that he/she can lead the meeting well. A **Chairperson's Agenda** is often prepared so that the Chairperson can write in information or make notes against Agenda items prior to the meeting.

The Secretary can assist the Chairperson by spacing out the normal Agenda and adding a 'notes' column. The Secretary and Chairperson would write in any relevant information in the notes column. An example of a Chairperson's Agenda is given below:

Chairperson's Agenda

>3ls

A meeting of the Board of Directors is to be held in the Conference room on Wednesday, 23 February 20-- at 1000 hours.

>3ls

Agenda

Notes

>2ls

1	Apologies for absence	1	David Wong still in hospital - meeting's best wishes.
2	Minutes of the previous meeting	2	
3	Matters arising	3	Total cost of decorating Conference Room was £3,500.
4	Correspondence	4	Letter of thanks from local college regarding company's response to request for work experience places.
5	Proposed expansion	5	Approximate costing should be available.
6	Appointment of new Administrative Assistant	6	Increased workload in HR department due to new staff appraisal system.
7	Any other business	7	
8	Date and time of next meeting	8	Avoid 14-21 March - local holidays.

ACTION MINUTES

At some meetings Action Minutes are preferred.

These simply require the Secretary to show who is to carry out each task and the target date for the task to be completed.

An example of an extract from Action Minutes is given below:

Action Minutes

>3ls

Date of Meeting: Wednesday 23 February 20--

Attending: Mr Douglas Walker
Mr Steven Clark
Mr Howard Finch
Mrs Moyra McGrath
Mrs Jatinder Sangar
Miss Catherine Bradley

Action Required	By Whom	Target Date
'Get Well Card to be sent to Mr Wong.	Mr Douglas Walker	Next Friday
Details of costs of decorating Conference Room to be sent to members.	Miss Catherine Bradley	Next Wednesday

MINUTES

Minutes are a record of what was discussed and decided at a meeting. They are usually signed by the Chairperson at the next meeting.

Copies of the minutes are circulated to each member after the meeting. It is the secretary's job to make notes of what has been discussed and decided and then word process them as soon as possible after the meeting. An example is shown below:

Minutes of the Meeting of the Board of Directors held in the Conference Room on Wednesday, 23 February 20--, at 1000 hours.

>3ls

Present

Mr Douglas Walker
Mr Steven Clark
Mr Howard Finch
Mrs Moyra McGrath
Mrs Jatinder Sangar
Miss Catherine Bradley

Chairperson
Purchasing Manager
Finance Director
Human Resources Director
Sales and Marketing Director
Secretary

>3ls

1 Apologies for absence

An apology for absence was received from Mr David Wong, Production Director, who was in hospital. The Chairperson was instructed by the meeting to send him best wishes for a speedy recovery. Proposed by Mr Finch, seconded by Mr Clark.

2 Minutes of the previous meeting

The Minutes of the previous meeting were taken as read, agreed as a true and correct record and signed by the Chairperson.

3 Matters arising

The Chairperson reported that the total cost of decorating the Conference Room was £3,500. The Secretary was to circulate a breakdown of costs to members.

4 Correspondence

The Secretary read out a letter of thanks from the local college regarding the company's response to their request for work experience places.

5 Proposed expansion

Mr Samuel Anderson, from Anderson and Donaldson Architects, gave a presentation on the proposed expansion of the factory. He anticipated that the projected cost figure would be available for the next meeting.

6 Appointment of new Administrative Assistant

The Board agreed that increased workload justified the appointment of a new Administrative Assistant in the HR Department. Mrs McGrath to arrange for recruitment and selection of a suitable applicant.

7 Any other business

There was no other competent business.

8 Date and time of next meeting

It was agreed that the next meeting would be held at 1000 hours on Wednesday, 22 March 20--.

The meeting closed at 1115 hours.

Task One

Instructions:

- Key in the following Notice of Meeting and Agenda using margins of 2.54 cms.
- Select a suitable business font for the document.
- Spell check and proof read the document for errors.
- Key your name in the footer and print one copy.
- Save as **Meeting One**

Notice of Meeting

>3ls

Committee Meeting of Holyrood 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

Task 2

Instructions:

- Key in the following Notice of Meeting and Agenda using margins of 3 cms.
- Select a suitable business font for the document.
- Spell check and proof read the document for errors.
- Key your name in the header and print one copy.
- Save as **Meeting 2**

OLHS ENTERPRISES BUSINESS AND ENTERPRISE GROUP

>2ls

Notice of Meeting

>3ls

A meeting of the Holyrood Enterprises Business and Enterprises Group will be held in IT8, ICT Building on Monday 23 August 20--.

>3ls

Agenda

>2ls

- 1 Apologies for absence
- 2 Minutes of previous meeting
- 3 Matters arising
- 4 Christmas Trade Fair
- 5 Annual Report
- 6 Any other business
- 7 Date and time of next meeting

Task 3

Instructions:

- Key in the following Notice of Meeting and Agenda using margins of 2.54 cms.
- Select a suitable business font for the document.
- Spell check and proof read the document for errors.
- Key your name in the footer and print one copy.
- Save as **Meeting 3**

DYNAMIC IT

>2ls

Notice of Meeting

>3ls

A meeting of the Dynamic IT sales team will be held in Room 16, Rowan Building on Friday 15 February 20--.

>3ls

Agenda

>2ls

- 1 Apologies for absence
- 2 Minutes of previous meeting
- 3 Matters arising
- 4 Christmas Sales Report
- 5 Sales Targets for next quarter
- 6 Bonus Scheme
- 7 Any other business
- 8 Date and time of next meeting

Task 4

Instructions:

- Key in the following Chairperson's Agenda using margins of 2.54 cms.
- Select a suitable business font for the document.
- Spell check and proof read the document for errors.
- Key your name in the footer and print one copy.
- Save as **Meeting 4**

Chairperson's Agenda

>3ls

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

>3ls

Agenda

>2ls

		<i>Notes</i>
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.

Task 5

Instructions:

- Key in the following Chairperson's Agenda using margins of 3 cms.
- Select a suitable business font for the document.
- Spell check and proof read the document for errors.
- Key your name in the header and print one copy.
- Save as **Meeting 5**

Chairperson's Agenda

A meeting of the OLHS Enterprises Business and Enterprises Group will be held in IT6, ICT Building on Monday 23 August 20--.

<i>Agenda</i>	<i>Notes</i>
1 Apologies for absence	1
2 Minutes of the previous meeting	2
3 Matters arising	3
4 Christmas Trade Fair	4 Confirmation of date received – 15 October 20--.
5 Annual Report	5 Due on 5 January 20--.
6 Any other business	6 Invitation received from Glasgow Young Entrepreneurs Group to attend conference on 15 October. 5 participants needed.
7 Date and time of next meeting	7 Avoid 26 or 29 September – holiday.

Task 6

Instructions:

- Key in the following Chairperson's Agenda using margins of 2.54 cms.
- Select a suitable business font for the document.
- Spell check and proof read the document for errors.
- Key your name in the footer and print one copy.
- Save as **Meeting 6**

Chairperson's Agenda

A meeting of the Dynamic IT sales team will be held in Room 16, Rowan Building on Friday 15 February 20--.

<i>Agenda</i>	<i>Notes</i>
1 Apologies for absence	1 David Weir is on holiday.
2 Minutes of the previous meeting	2
3 Matters arising	3
4 Christmas Sales Report	4 Copies have been emailed.
5 Sales Targets for next quarter	5 Individual targets will be discussed next week with sales representatives.
6 Bonus Scheme	6 No agreement reached. Further meeting on 17 February 20--.
7 Any other business	7
8 Date and time of next meeting	8 Friday 19 March 20--.

Task 7

Instructions:

- Key in the following Minutes using margins of 2.54 cms.
- Select a suitable business font for the document.
- Spell check and proof read the document for errors.
- Key your name in the footer and print one copy.
- Save as **Meeting 7**

MINUTES OF MEETING OF THE OLHS ENTERPRISES GROUP

>3ls

The Monthly Meeting of the OLHS Enterprises Group was held in IT2, ICT Building, Our Lady's High School on Monday 26 May 20--.

>2ls

PRESENT

>2ls

Maureen Thomas
Sharon Black
Patricia McKellar, Secretary
James Robinson
Ashleigh Murray, Treasurer
Adnan Sharif, Chairperson
Kelly McGowan

} *Arrange in alphabetical order*

>2ls

APOLOGIES

>2ls

Apologies were received from Claire Black, who was unable to attend due to ill health.

>2ls

MINUTES OF PREVIOUS MEETING

>2ls

The Secretary read the Minutes of the previous meeting. Their adoption was proposed by Sharon Black and seconded by Adnan Sharif and they were signed by the Chairperson.

>2ls

MATTERS ARISING FROM MINUTES

>2ls

The Chairperson reported that the final delivery of stock had been received and 3 items had been returned as damaged. The credit note had been received and processed and final payment would be made by Bank Transfer on 3 June. Ashley Murray was able to confirm that the final accounts would be drawn up on 10 July and would be made available to members by 15 July.

>2ls

ANY OTHER BUSINESS

>2ls

Kelly McGowan was pleased to report that all members of the Group had passed their Young Enterprise Examinations and certificates would be distributed at the next meeting.

>2ls

DATE OF NEXT MEETING

>2ls

28 June 20--.

Task 8

Instructions:

- Key in the following Minutes using margins of 2.54 cms.
- Select a suitable business font for the document, ensuring the document fits on one page.
- Spell check and proof read the document for errors.
- Key your name in the footer and print one copy.
- Save as **Meeting 8**

Computer Tech PLC ←—— CAPS
>3ls

Minutes of the meeting of the Board of Directors of Computer Tech PLC held in the Board Room, Glasgow House, on Thursday 28 May 20--.

>2ls

PRESENT

>2ls

Mr Adrian Jones, Chairperson
Mrs Molly Burns, Vice Chairperson
Mr Peter Smith
Mr Adnan Singh
Ms Anita McGuigan
Mrs Annette Thompson
Ms Siobhan Reilly
Ms Sunita Ejaz

>2ls

APOLOGIES

>2ls

Apologies were received from Mr Adam Neelam.

>2ls

MINUTES OF PREVIOUS MEETING

>2ls

The minutes of the last Board meeting, which had been circulated to the Directors, were taken as read and approved and were signed by the Chairperson.

>2ls

MATTERS ARISING

>2ls

Ms Ejaz reported that the dispute over bonus payments in Sales Department had now been resolved. Staff would now receive a fixed bonus of 1% on all sales above £2,500. A review date had been set for 12 months.

>2ls

MOVE TO NEW PREMISES

>2ls

Mr Smith reported that 3 different buildings in and around Glasgow had been viewed and all deemed to be satisfactory. The preferred building in Dixon Road would require limited upgrading and had very good transport links to the new M74 extension. Negotiations were ongoing with regard to purchase, but it was anticipated that a deal would be finalised within 6 weeks. Ms McGuigan agreed to arrange a tour of the premises for all Directors as soon as the purchase had been completed.

>2ls

ANY OTHER BUSINESS

>2ls

Mrs Burns raised concerns with regard to some customer complaints that had been received during the last 3 months. They mainly concerned an overseas supplier where defects and substandard parts had been supplied. Mrs Burns confirmed that an inspection group headed by her would be departing within the week for an inspection of contractors and sub-contractors in the Far East.

>2ls

DATE OF NEXT MEETING

>2ls

The date of the next meeting was set for Thursday 29 June 20--.

Task 9

Instructions:

- Key in the following Minutes using margins of 2.54 cms.
- Select a suitable business font for the document, ensuring your document fits on one page.
- Spell check and proof read the document for errors.
- Key your name in the footer and print one copy.
- Save as **Meeting 9**

MINUTES

>36

Minutes of the meeting of the Guidance Team held in the Conference Room, on Friday 25 March 20--.

PRESENT

Joanne Weir, Chairperson
Anne Gilmour, Secretary
Julie Buchanan
Tony Carr
Peter Sneddon

*Note - change all times
to 24 hour clock.*

APOLOGIES

Thomas Anderson and Fiona Gilmour.

MINUTES OF PREVIOUS MEETING

The Minutes of last meeting were taken as read.

MATTERS ARISING

There were no matters arising.

GRADUATION CEREMONY

There will be 58 pupils and 102 parents attending. Thirty-four staff have also indicated that they will attend. Light buffet and drinks to be provided - cost will be approximately £8 per person. It was agreed that all costs would be covered out of school funds.

COMMUNITY INVOLVEMENT

The number of pupils who have had a community placement this year is also greater than in previous years. Placements range from local nurseries to care homes. Many of the young people have found their placements to be difficult but rewarding. All pupils have received glowing reports and many of the centres mention that the pupils had made a valuable contribution.

MALAWI

Travel arrangements are complete and a meeting of all pupils, staff and parents will take place on 7 June at 7.30 pm. John Martin, a local businessman whose children attended the school, has donated £1,000 to be used specifically to purchase building materials and equipment for the school the pupils will help to build.

ANY OTHER BUSINESS

There was no other business.

DATE AND TIME OF NEXT MEETING

The next meeting will take place on 17 June at 10.00 am.

Task 10

Instructions:

- Key in the following Action Minutes using margins of 2.54 cms.
- Select a suitable business font for the document.
- Spell check and proof read the document for errors.
- Key your name in the footer and print one copy.
- Save as **Meeting 10**

Action Minutes

>3ls

Date of Meeting: Thursday 26 June 20--

>2ls

Attending: Mr Ali Smith
Mr Steve Anderson
Mr Harry Fletcher
Mrs Myra Malik
Mrs Shamlia Hauk
Miss Catherine Sullivan

>2ls

Action Required	By Whom	Target Date
>2ls Annual Report to be photocopied and distributed to Attendees.	Mr Ali Smith	Next Friday
>2ls Costings to be obtained for Hotel for Annual General Meeting.	Miss Catherine Sullivan	Next Wednesday
>2ls Draft invitations for Annual General Meeting.	Mr Steve Anderson	Next Thursday

Task 11

Instructions:

- Key in the following Action Minutes using margins of 2.54 cms.
- Select a suitable business font for the document.
- Spell check and proof read the document for errors.
- Key your name in the footer and print one copy.
- Save as Meeting 11

Action Minutes

>3ls

Date of Meeting: Wednesday 13 November 20--

>2ls

Attending: Mrs Sara Smyth
Mrs Stephanie Alexander
Mr Harry Taylor
Mrs Estelle Goodson
Mr Kit Lee
Ms Karen Newlands

>2ls

Action Required	By Whom	Target Date
>2ls Costs for painting office to be obtained.	Mrs Estelle Goodson	20 November
>2ls Training for new Microsoft software.	Mr Harry Taylor	5 December
>2ls Christmas Tree to be bought for Reception Area.	Mrs Sara Smyth	10 December
>2ls Local Charity to be identified to receive donation.	Mr Kit Lee	22 November

Task 12

Instructions:

- Key in the following Action Minutes using margins of 2.54 cms.
- Select a suitable business font for the document.
- Spell check and proof read the document for errors.
- Key your name in the footer and print one copy.
- Save as **Meeting 12**

Action Minutes

Date of Meeting: Thursday 2 January 20--

Attending: Mrs Moira Stafford
Mrs Jacqueline Ross
Mr Patrick Thomas
Mrs Catherine Brown
Ms Dawn Baxter
Mr Joseph Andrews

Action Required	By Whom	Target Date
Final Christmas Sales figures to be collated and distributed.	Mr Joseph Andrews	10 January
Christmas stock for immediate price reduction to be identified.	Ms Dawn Baxter	5 January
Top Sellers and Suppliers list to be drawn up.	Mrs Moira Stafford	20 January
Analysis of open hours of competition and amendments for next year to be reported at next meeting.	Mrs Jacqueline Ross	20 January

