

Business Management & Administration

People in the Business Management & Administration cluster help businesses succeed. Most of them are good at math. They like to deal with money. They tend to be responsible and organized. They usually like to work with others.

Business Management & Administration

Meeting, Convention and Event Planners ■ First-line Supervisors of Office & Administrative Support Workers ■ Stock Clerks and Order Fillers ■ Training and Development Specialists
Customer Service Representatives ■ General Managers



Meeting, Convention and Event Planners

They plan the details of group meetings, conventions and events. They choose the best site based on what the customer wants. They figure out how to set up the space. They may also plan the food for the event. Many times the activities are at hotels, so they may also figure out how many rooms to reserve. They oversee the staff at the event. They fix problems that happen during the event.

You are planning a friend's birthday party. List four things that need to be a part of the event.

1. _____

3. _____

2. _____

4. _____

First-line Supervisors of Office & Administrative Support Workers



These supervisors are in charge of office workers. These workers include secretaries, file clerks, bank tellers and other people in offices. They schedule workers. They assign tasks. They may help with typing, proofing and data entry. They like working as part of a team and helping others.

The supervisor was scheduling some of her employees. Fill in the total hours each employee is scheduled to work. Answer the questions at the right of the table.

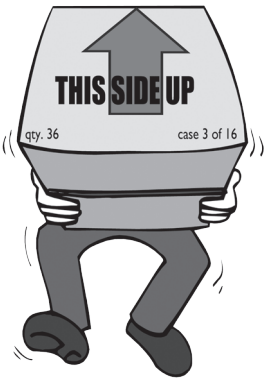
Employee Name	Workday and Hours							Total Hours
	Sun.	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	
George	4	0	4	0	0	4	8	
Luisa	0	8	8	8	8	6	0	
Sam	4	6	6	4	0	0	4	

Full-time workers at this company work more than 35 hours each week. Which worker works full time?

Which worker works the fewest hours?

School Rules: (How much education do you need?)

Occupation	High School	Some Beyond High School	Associate Degree	Bachelor's Degree	Advanced Degree
Meeting, Convention and Event Planners				✓	
First-line Supervisors of Office & Admin. Support Workers		✓			
Stock Clerks and Order Fillers	✓				
Training and Development Specialists				✓	
Customer Service Representatives	✓				
General Managers			✓		



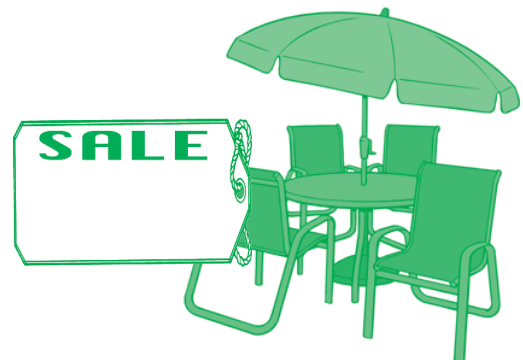
Stock Clerks & Order Fillers

Stock clerks and order fillers get and store supplies and products. They usually work in a stockroom or warehouse. Some only handle supplies for employees. Others fill customer orders. They keep records of the items they have. They also put items on shelves in stores.

Stock clerks sometimes mark down prices for sales. These items are all 15 percent off the regular price. Subtract the 15 percent off amount. Write the sale price in price tag.



Reg. Price: \$29.96
 15% Off: – 4.49



Reg. Price: \$398.99
 15% Off: – 59.85



Reg. Price: \$34.75
 15% Off: – 5.21



Reg. Price: \$779.85
 15% Off: – 116.98

Training & Development Specialists

Training and development specialists are in charge of training employees. They help new employees learn jobs. They help current employees improve their job skills. There are many different ways a trainer can teach people. Some use on-the-job training, classroom training, workshops or the Internet.



Activity: Chores you do at home are kind of like a job. List three things you would have to teach someone if they were to do one of your chores for you.

Example:

Chore: Washing dishes

1. How much soap to use
2. Making sure the water does not get too hot
3. Where to put the dishes once they have been washed

Chore: _____

1. _____
2. _____
3. _____

Customer Service Representatives

Customer service representatives help customers with orders and problems. They help customers place orders for things they want to buy and figure out their bill. They also handle product returns or complaints. They provide information about an organization's products and services. They answer customers questions. Their most important role is to keep the customer satisfied.



Below are examples of ways customer service representatives handled situations with customers. Circle those examples where you think the customer received good service.

1. Sonja returned to the store a toy she had bought for her little boy after it broke the first time he played with it. The customer service representative replaced the toy at no additional cost.
2. Max called the company he had purchased a new computer from, reporting the monitor kept flickering and blanking out for no reason. The customer service representative he talked to told him to search online for ways to fix it himself.
3. Sarah called a hotel reservation line to ask for a recommendation on where to stay in the area for a family vacation. The customer service representative asked several questions about what things were most important to them in a hotel. (For example, was having a swimming pool and free breakfast important.) Based on Sarah's answers to the questions, the representative suggested three hotel options and helped Sarah make a reservation at the one she chose.

General Managers

General managers plan and direct the overall operations of a public agency or private company. They create policies and manage daily activities. They plan the use of materials and people to accomplish the tasks of the organization as efficiently as possible.



Unscramble the letters below to create words related to things a general manager deals with.

strerop _____

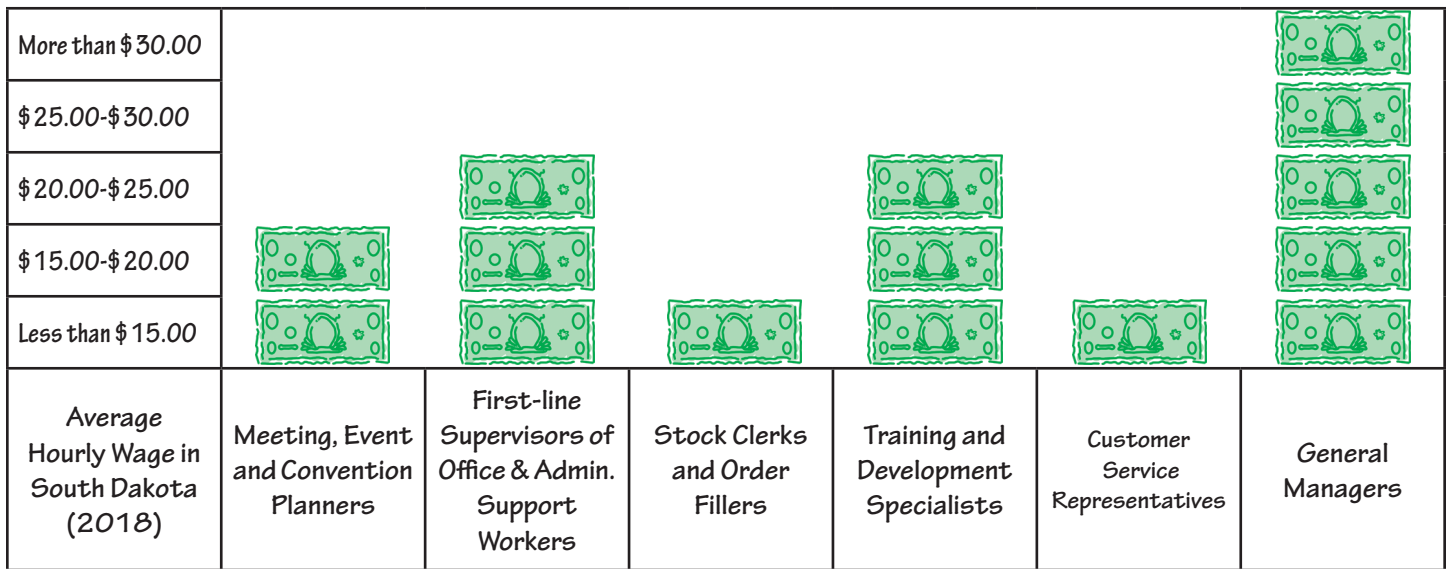
gubted _____

fasft _____

pilsupes _____

mociminactuno _____

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