DESCRIBE THE ROLES OF THE FUNCTIONAL DEPARTMENTS WITHIN AN ORGANISATION AND ACTIVITIES CARRIED OUT WITHIN THESE DEPARTMENTS
<table>
<thead>
<tr>
<th>HOMEWORK PIECE 1</th>
<th></th>
</tr>
</thead>
</table>
| **1** | Describe 4 activities which would be carried out within the Sales Function of an organisation.  
  - Dealing with customer orders.  
  - Dealing with customer complaints.  
  - Advertising new products.  
  - Carrying out Sales Promotions to encourage new customers. | 4 |
| **2** | a) **Define** the term after-sales service.  
  The organisation continues to assist the customer with their product/service after it has been purchased.  
  b) In your opinion, why is it important that organisations offer their customers an after-sales service?  
  It builds up customer loyalty because the customer knows that if a problem arises with the product/service that it can be taken back and fixed.  
  It gives the organisation an excellent reputation of customer care.  
  c) Give an example of when you have received good after-sales service. What were your impressions of the organisation?  
  Pupil answers will vary. | 1 2 2 |
| **3** | The Sales Department will carry out various marketing activities. **Identify** 2 such activities and **describe** each one.  
  Pupil answers will vary. Suggested solutions are:  
  - Market research - carrying out surveys, questionnaires etc.  
  - Advertising - promoting new products/services using a variety of media eg newspaper, TV, radio etc. | 6 |
4 Describe the following documents used within the Sales Department:
- Price List - clearly states the description and price of each individual product.
- Order Form - enables the customer to clearly place an order, stating the name of the product, quantity required and confirming the price.

5 A website is arguably the most effective way in which the Sales team of an organisation can communicate with its customers. Describe the features of a good website giving examples of the type of information that customers could find.

Pupil answers will vary however suggested solutions are:
- Description of the products/services on offer - use of photos to enable the customer to actually see what it looks like.
- E-mail address so that questions can be asked immediately.
- On-line ordering system.
- Latest news section so that customers are always aware of new developments.
- Hyperlinks to other relevant web pages.

Total Marks 22
**HOMEWORK PIECE 2**

1. The Purchases Department is responsible for buying resources for the organisation. **Identify and describe** 2 such resources.
   - Raw Materials – these are purchased from the supplier in order to make the products.
   - Equipment – each Department within the organisation requires equipment so that all employees can do their jobs properly.

2. In your opinion, why is it important that the Purchases team finds a good supplier?
   - The organisation needs to have a supplier that is trustworthy.
   - The organisation needs a supplier who delivers on time so that customer orders can be met.
   - The organisation needs a supplier who offers high quality raw materials so that the organisation can produce high quality products.
   - The organisation needs a supplier who offers value for money so that money can be saved.

3. a) **Define** the term Requisition.
   - A requisition is a request for the purchase of certain goods.

   b) **Identify** the types of information that must be included on a Requisition form to ensure that the order is processed correctly.
   - The description of the goods.
   - The quantity of the goods.
   - The name of the person who has authorised the requisition.
   - The name of the Department that has requested the order.
   - The date the order was placed.
c) Why is it important that the Purchases team keeps a record of all requisitions made? Justify your answer. It is important so that the Purchases team can check that orders have been processed. This is very important otherwise departments will not have sufficient resources to operate.

4 Using the table below match the terms with the correct definition:

<table>
<thead>
<tr>
<th>TERM</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Delivery Note</td>
<td>This clearly shows the buyer what items have been delivered and when payment is due.</td>
</tr>
<tr>
<td>2) Invoice</td>
<td>The supplier will issue this if faulty goods have been returned. This enables the Purchases team to place an order in the future.</td>
</tr>
<tr>
<td>3) Quotation</td>
<td>This document clearly states exactly what was ordered and what was delivered.</td>
</tr>
<tr>
<td>4) Credit Note</td>
<td>If the buyer has a special request, the supplier will provide an idea of the price that will be charged.</td>
</tr>
</tbody>
</table>

5 In your opinion, why is it important for the Purchases team to manage its stock? Justify your answer.
- It is important so that there is always enough stock to meet demand.
- It is important that the stock is kept safe at all times otherwise it could be damaged or stolen.
- It is important so that money is not wasted.
### HOMEWORK PIECE 3

1. Copy the following table into your jotter and identify which statements are true or false:

<table>
<thead>
<tr>
<th>STATEMENT</th>
<th>TRUE OR FALSE?</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Finance Department is responsible for making sure that stock is looked after so that money is not wasted.</td>
<td>False</td>
</tr>
<tr>
<td>The Finance Department is responsible for paying employees wages.</td>
<td>True</td>
</tr>
<tr>
<td>The Finance Department is responsible for checking invoices making sure that the correct payment has been requested.</td>
<td>True</td>
</tr>
<tr>
<td>The Finance Department is responsible for buying the raw materials.</td>
<td>False</td>
</tr>
</tbody>
</table>

2. Identify 2 activities which would be carried out by the Finance Department.
   - Preparing and presenting the Final Accounts.
   - Paying bills.
   - Paying employees’ wages.

3. The most common method of payment the Finance team will use is a cheque. Describe the process the Finance Manager would take in processing a cheque.
   - The amount to be paid is written in text underneath the PAYEE line.
   - The amount to be paid is then written in figures in the box on the right hand side.
   - An authorised member of staff signs the cheque.
   - A record of what has been paid is shown on the stub.
### Question 4

**Identify 4 reasons why a cheque would not be accepted.**
- The cheque has not been signed.
- The cheque was dated in advance of payment.
- It is obvious that the cheque has been tampered with.
- The text showing the total amount to be paid is different from the amount in figures.

### Question 5

**In your opinion, why do you think that employees in the Finance Department would require to have a specific qualification? Justify your answer.**

Pupil answers will vary however reference should be made to the fact that the employee would need to know how to manage money, accounts etc. Also, it is a very specific role.

### Question 6

**a) Why is it important that the Finance Department works closely with the Human Resources Department when paying employees' wages?**

The Human Resources Department is responsible for actually calculating the wages. This information is then passed on to the Finance Department who process the information so that employees can get paid. It is very important that the two functions work closely together to ensure that there are no errors in payment.

**b) Give examples of why it is important for the Finance Department to communicate with the Sales Department.**

To agree a budget or a new advertising campaign. To make sure that the team are not overspending their budget.

| Total Marks | 20 |
## HOMEWORK PIECE 4

<table>
<thead>
<tr>
<th></th>
<th><strong>Describe</strong> the main role of the Human Resources Department. <strong>Justify</strong> your answer. Pupil answers will vary however reference should be made to looking after the employees and ensuring a happy and motivated workforce.</th>
</tr>
</thead>
</table>
| 1 | **Explain** what is meant by the following terms - give examples of the type of information that would be found in each document:  
- **JOB DESCRIPTION**  
  A job description provides information about what the job entails.  
  Examples of information contained within this document are: the job title, the duties; who the employee would be reporting to; who the employee would be responsible for.  
- **PERSON SPECIFICATION**  
  A person specification clearly states the type of person that the organisation is looking for.  
  Examples of information contained within this document are: the qualities required; the skills required; qualifications required etc. |
| 2 | The Human Resources Department is responsible for making sure that there are enough employees to carry out the day-to-day tasks. However, every employee needs a holiday from time to time!  
  a) What document does the Human Resources Department use to manage employee holidays?  
  Holiday Rota.  
  b) **Describe** the features of the document you have just identified.  
  It takes the form of a chart.  
  It clearly shows blocks of time: it can be presented in a weekly or monthly format.  
  It is very easy to see when there are a lot of staff off.  
  A holiday rota can be created for individual departments. |
4. It is the responsibility of the Human Resources Department to ensure that every employee is trained on a regular basis.

a) What are the benefits to the organisation of having a highly trained workforce?
   - Employees will be motivated and therefore be more productive.
   - Employees will feel more confident in their job therefore will have less time off work.
   - Products will be produced to a high standard which will give the organisation a good reputation.
   - People will want to work for the organisation because they have a good reputation of looking after its employees.
   - A highly skilled workforce will make the organisation more competitive.

b) If an employee wishes to attend a training course, he/she will be required to fill out a Training Request Form. Identify the pieces of information which would have to be completed in order to successfully request the training course.
   - The employee's name and job title.
   - The name of the course.
   - The dates of the course.
   - The cost of the course.
   - Where the course is to be held.
   - Who is providing the training.
   - The description of what the course involves to check that it is relevant for the employee to attend.

5. Would you like to work in the Human Resources Department? Justify your answer.
   Pupil answers will vary.

<table>
<thead>
<tr>
<th>Item</th>
<th>Question</th>
<th>Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>4a</td>
<td>What are the benefits to the organisation of having a highly trained workforce?</td>
<td>3</td>
</tr>
<tr>
<td>4b</td>
<td>If an employee wishes to attend a training course, he/she will be required to fill out a Training Request Form. Identify the pieces of information which would have to be completed in order to successfully request the training course.</td>
<td>5</td>
</tr>
<tr>
<td>5</td>
<td>Would you like to work in the Human Resources Department? Justify your answer.</td>
<td>2</td>
</tr>
</tbody>
</table>

Total Marks 22