

# **SURVIVAL SKILLS** in the Workplace



## **ADMINISTRATION**

## Everyday tasks for administrative employees

- Greeting clients/customers and visitors
- Making and receiving telephone calls
- Taking messages
- Dealing with requests and queries
- Obtaining information via the telephone and computer
- Discussing work plans
- Filling in stationery records
- Receiving and checking deliveries



- Writing orders and making notes
- Reading tables of telephone/postal charges
- Operating office equipment according to instruction manuals
- Sorting and delivering mail to each department
- Filing invoices and copies of correspondence
- Finding information in directories and reference books
- Using keyboard skills, accessing the Internet
- Handling appointments
- Completing accident report forms
- Writing notes, letters and memos



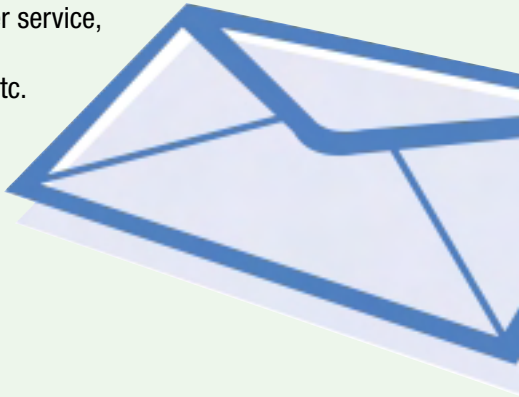
# WHAT SKILLS?

## Speaking and Listening

- Listen carefully to detail, e.g. taking messages, making appointments
- Discuss information with other staff (supervisors and colleagues), e.g. work schedules, problems, appointments



- Ask sensible questions of other staff to obtain information, e.g. stationery required, appointment times, travel arrangements, holidays
- Deal with customers and clients using a pleasant manner, e.g. customer service, enquiries, complaints etc.



## Reading

- Obtain information from tables and charts, e.g. telephone/postal charges, costs from invoices, cost of stationery from order book, flight/train details from timetables
- Understand straightforward written information, e.g. safety rules, business letters, memos
- Follow written instructions to carry out a task, e.g. customer orders, details on use of equipment
- Act in accordance with graphical signs, e.g. safety warnings, fire equipment, use the Internet
  - Read a range of handwriting, e.g. for word processing, completing records

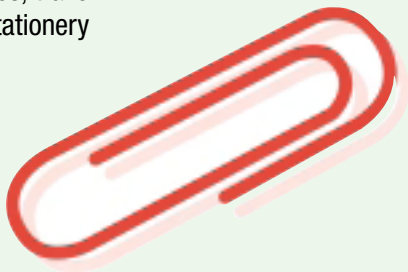


## Writing

- Complete records accurately, e.g. orders, time sheets, work schedules
- Note messages clearly from telephone calls and other conversations, e.g. from customers, colleagues
- Record clear written details of things to do, e.g. booking travel arrangements, making appointments
- Use keyboard skills, e.g. updating databases, memos, letters, faxes

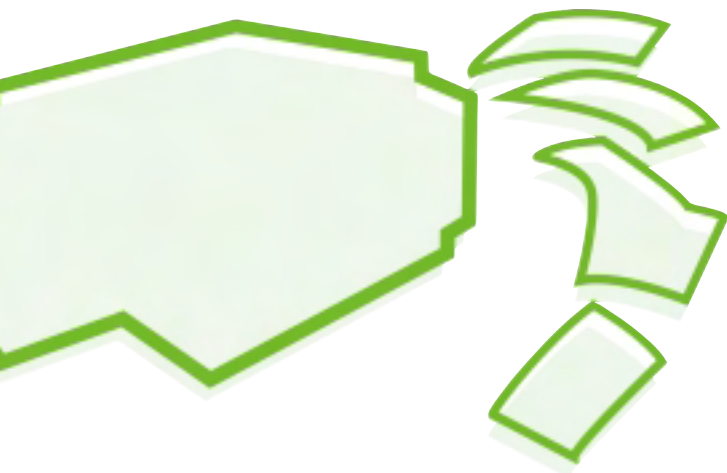
## Number Skills

- Record numbers, e.g. stock lists, orders, schedules of work, appointments
- Understand tables, e.g. postal charts, telephone directories, travel timetables
- Calculate costs, e.g. of stationery from order book, old invoices, equipment rental, repairs, travel arrangements
- Keep numerical records, e.g. of stationery, holidays, sickness, appointment dates
- Write numbers neatly and clearly, e.g. telephone numbers, appointment dates, travel arrangements, stationery quantities etc.



## Communication skills needed to work in administration

- Reading – understanding straightforward written and graphical information, e.g. charts, orders, safety signs and notices, instructions on equipment
- Writing – completing forms and records, writing notes, letters, keyboard skills, e.g. orders, stock lists, accident report forms, telephone and other messages, updating databases
- Speaking and Listening – talking face-to-face and on the telephone with individuals and groups, e.g. colleagues, managers, customers



## Numeracy skills needed to work in administration

- Numbers – writing numbers clearly and accurately, recording figures, understanding tables and charts, e.g. stock lists, graphs, charts, travel timetables and arrangements, accessing the Internet
- Counting and recording – counting stock, calculating stock requirements, producing charts and graphs for information

To start work or undertake an NVQ in administration, the basic skills levels needed are:

- communication above Level 1;
- numeracy at or above Level 1.



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