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2010 HSC - Business Services
Band 3/4
Sample 3 Question 20

Question 20.

It is vital that in a workplace all employees act in a professional manner and in accordance with any organisational requirements and also legal requirements. To ensure this is achieved, the manager of a business should implement a number of strategies so ~~that they~~ ~~are not~~ he/she is ~~not~~ and their clients/customers are receiving the most professional attitude.

A way in which a manager could use for the professional development and improvement of employees in the workplace is by organising compulsory courses that are fully funded by the organisation. The ~~courses~~ courses could include information on delivery to clients/customers and working with others efficiently in a workplace. From this employees are given up to date information on being polite and courteous to others as well as dealing with phone calls and difficult customers. This overall has a positive impact on the professionalism of employees.

It is also important the manager gives an incentive to their workers to keep working to the best of their ability. This could be done by allocating people to be 'employee of the month' - even if possible giving some of the employees a raise. If one employee sees that by working professionally and efficiently they could get a raise, or even a small prize they too will want to work as hard as possible.

There are also small ways that employees can be reminded of their need to remain professional in a working environment. This can be done by placing such things as posters around the workplace with messages such as "Please Remain Professional at work" or "Treat others the way you would like to be treated" - to ensure there is no anti discrimination in the workplace.

Meetings can also be held where employees will come together to discuss

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and be ~~reminded~~ reminded of their rights and ~~rese~~ responsibilities in a workplace. Things such as the ~~Sex~~ Sex Act of 1984 could be brought up to remind workers of government legislation of equal rights to male and females.

By implementing such strategies as courses, posters and messages, frequent meetings and initiatives for employees to work to their best of their ability, a more professional working environment will be achieved. This of course takes time - and employers should always be reminding their employees that it is a professional workplace.

You may ask for an extra Writing Booklet if you need more space.