

Start here. In all business services organisations, that employees have influential mentors which allow them to gain knowledge of improving employees professionally to ensure a motivated team. By using strategies ~~eg, meetings, speeches, forums~~ to allow for improvement in employees, the workplace will see overwhelming result in areas of efficiency.

2010 HSC - Business Services
Band 5/6
Sample 3 Question 20

One strategy which can improve the improvement of employees is team building skills. In the workplace, it is vital that everyone works together well and cooperates their own ideas and knowledge to given tasks to complete them competently and efficiently, to the set policies and procedures for that organisations. By having team meetings, one will allow for employees to meet other workers to plan & delegate information to complete set tasks, this will allow for an improvement in business documentation and morale in the workplace. Team building skills also allow for employees to manage time skills effectively. If everyone works together

on separate tasks, it will allow for an improvement in time management skills and professional image. This result will allow for external clients to be interested in working with their business. Team building skills also allows to see diversity in work tasks. Different tasks in the workplace eg. presentations and personal letters may require people who specialise in letters and writing techniques to share their input on the task at hand. And also for image specialists to be able to enhance their presentations and showcase what the team is able to achieve and strive for.

As well as team building skills feedback can also be used to help aim for an improvement in employees. Feedback is a vital tool as it ~~which~~ will allow employees to understand and appreciate given tasks, ^{which} hoping for ~~achieve~~ a positive result effort in their work. A manager must become aware of employees strengths and weakness and praise them for their hard working efforts, but also give them constructive

Additional writing space on back page.

2010 HSC - Business Services
Band 9/6
Sample 3 Question 20

feedback to show where improvement can be made. For example, if a client complains that bills patients incorrectly, feedback on the matter must be given to ensure that the same problem doesn't happen again. Feedback also will allow the manager to hear her opinion and interpret her knowledge, to fix up her problem.

Improvement of employees may be needed due to constant stress and pressures. In areas such as law firms reports and documents must be continuously completed on time to allow lawyers and assistants to work on cases. With this constant pressure it is vital that revisions at work stations are done, breaks are always taken, work spaces are free from clutter and ergonomic furniture is given so they can work in comfort and eliminate any chances of stress. This could also be implemented in the policies and procedures manual, to showcase the value and care the manager has for his employees and what he wishes

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

Start here. them to achieve in the workplace.

This will ultimately allow for an improvement of employees in the workplace.

2010 HSC Business Services
Band 5/6
Sample 3 Question 20

To ensure ~~professional development~~ professionalism is always conduct at work, it is vital that the manager makes changes and enforces strict rules on presentation. Changes in hygiene, uniforms, appearances will ensure that workers produce a positive company image. If ~~introducing~~ introducing corporate uniforms with logos, hair tied back, minimal piercing etc.

is introduced it will showcase the business and show external clients the seriousness and interest the business has in

dealing with various companies

The manager can also attend lectures and presentations to hear from professionals on certain strategies to enhance an improvement of employees. With companies now seeking from external information, a manager can research what seek help from professionals on workplace matters. This may include team building skills, positive

reinforcement, stress relief, time planning etc. By using this information, a manager can utilize his own found knowledge and produce practical solutions to the ~~mitigate~~ lack of enthusiasm and involvement with workplace roles and tasks.

Overall, through the use of these ~~strategic~~ strategies, an employee is able to create strategies and gain knowledge to improve professionalism and efficiency in the workplace. through using these strategies, the manager will see great improvements in the team.

Additional writing space on back page.