

Mgt 201 Customer Service Management

Study -Mgt 201 Customer Service Management.pptx

<http://www.filefactory.com/file/3y5nuf8un541/Mgt%20201%20Customer%20Service%20Management.zip>

Then answer the following questions & submit them.

Mgt 201 Customer Service Management Questions

- Q1.What is customer service?
- Q2.Who are internal & external customers?
- Q3. What is customer focused organization?
- Q4.Compare Typical Hierarchical Organization & Customer-Centric Organization
- Q5.List Components of a Customer Service Environment.
- Q6. What is Delivery Systems?
- Q7.What are the important aspects of Good Customer Service?
- Q8.What skills are required for Good Customer Service?
- Q9.From slide 25 to 28 , explain how will you handle the customer?
- Q10.What is communication?
- Q11.Write communication equation.& how to enable the customer to get what you want.
- Q12.Write Words and Phrases (For Customer Relationships).
- Q13.What are the important facts for Effective Communication Skills.
- Q14.What are the Barriers to Effective Communication?
- Q15.Explain the followings
- (a) Following skill, (b) Questioning skill (c) Reflective skill (d)
- Q16.What are the important factors in Using Your Voice?
- Q17.How can Body Language for a Positive Result be applied?
- Q18.Describe the important facts in Telephone Skills & Written Communication.
- Q19. What are the important facts for Guaranteeing Return Business?
- Q20.How will you create the best image of your company to the customer?
- Q21.What are to be avoided in communication with customer?
- Q22.What are the Factors Affecting the Quality of Service?
- Q23.What action will you follow in Dealing with Difficult Behaviour?
- Q24.From 59 to 65, you select one type of customer & prepare the plan to deal with.

Further Reading

customer-relationship-management.pdf

Mgt 202 Change Management

Read “Mgt 202 Change Management Reader.pdf “ and answer the followings.

- Q1.Explain traditional change management approach.
- Q2.Explain participative change management approach.

Read “BSBINN601B Manage Organisational Change.pptx” and answer the followings.

- Q3.What are Six Images of Managing Change?
- Q4.What are The Drivers of Change Model?
- Q5.What are The External Drivers for change?
- Q6.What are Business Imperatives?
- Q7.What are Organizational Imperatives?
- Q8.What are Cultural Imperatives?
- Q9.What are Leader and Employee Behaviour related ?
- Q10.What are Leader and Employee Mindset?

Further Reading

Read the contents in Resources.zip

<http://www.filefactory.com/file/6wkb34ahu57v/Mgt%20202%20Change%20Management.zip>

Mgt 203 Inventory & Budget Management

<http://www.filefactory.com/file/2w5lq3hmkucb/Mgt%20203%20Inventory%20and%20Budget%20Management.zip>

Read” BSBFIM501A Manage Budgets and Financial Plans.pptx and answer the followings.

Q1.Define (a) Budget (b) Budgeting

Q2.Describe The Budgeting Process.

Q3.Explain Budget Management. & Budget activities.

Q4.Highlight the importance , requirement & purpose of budgeting.

Q5.Explain Forecast of Income and Expenditure & Tool for decision making.

Q6.How will you monitor the business performance?

Q7.Slide 16 to 27, describe the process of preparing, summarizing , developing and reporting the budget.

Q8.Write How to develop a budget.

Q9.Describe The Business Plan.

Q10.What are Historical Information requirement for Budgeting?

Q11.Explain cash flow forecasting.

Read” PresentingYourBudget.pptx and answer the followings.

Q12.How will you present your organization budget?

Read” TheBudgetInterview.pptx” and answer the followings.

Q13.You are presenting the budget for your shop. Prepare your plan to answer the budget interview for it.

Further Reading

Read the contents in “ Mgt203 Other Resources folder”

Mgt 204 Continuous Improvement Management

<http://www.filefactory.com/file/e842flhbtgt/Mgt%20204%20Continuous%20Improvement%20Management.zip>

Read “Project-team-performance_a-continuous-improvement-methodology.pdf” and answer the followings.

- Q1.What is the factor that is related to Successful organisations of the future?
- Q2.What are the challenge for Successful organisations of the future?
- Q3.What is a proposed methodology for continuous improvement of project team performance?
- Q4.What tasks are involved in in both consulting and training contexts?
- Q5.Explain the concept of completeness of approach.
- Q6.Explain Quality Management Systems.
- Q7.Write the process of Strategy for the organization.
- Q8.Write Process of continuous improvement for organization.
- Q9.Identify the priorities in continuous improvement for organization.
- Q10.Describe the Structure for the project team.
- Q11.Explain Management of the Program.
- Q12.What are the roles of facilitator?
- Q13.Write three key elements for continuous improvement.

Further Reading

Read the contents in

- Continuous Improvement.html
- Quality Improvement _ Continuous Improvement _ Quality Management _ Software Quality Management _ What is Quality Management.html
- effective-management-decision-making.pdf

Mgt 205 Office Management

<http://www.filefactory.com/file/36vzfgfpvwmp/Mgt%20205%20Office%20Management.zip>

Read the contents in “ omamod1(03-07).pdf” and answer the followings.

EXERCISE PART (1)

- Q1. What is the role of an office?
- Q2. What is the role of administrative manager?
- Q3. Write the activities of office.
- Q4. Explain the meaning of management.
- Q5. What are the tasks of team manager?
- Q6. What are the functions of management in business?
- Q7. What are the duties of any manager?
- Q8. What are the important functions of an office?
- Q9. Describe the functions of management.
- Q10. Explain objectives and policies of enterprise.
- Q11. What are the factors related to Interpretation and Implementation of Policies?
- Q12. Explain controlling.

Read the contents in Page 91 to 136 of bcom_bs.pdf and answer the followings.

EXERCISE PART (2)

Page 91 to 96

1. What is an office ? What are its characteristics ?
2. What are the requirements of an ideal office?
3. Briefly explain various functions of an office.
4. Discuss various types of offices.

EXERCISE PART (3)

Page 97 to 102

1. Explain the scope of Office Management.
2. What are the steps involved in scientific Office Management ?
3. Discuss the various qualities and duties of an Office Manager.
4. Describe the process of Organising an Office.

EXERCISE PART (4)

Page 103 to 107

1. Explain the importance and elements of office accommodation.
2. What are the factors affecting office location ?
3. Enumerate the merits and demerits of Urban location and Sub – urban location.
4. Enumerate the merits and demerits of Owned accommodation and leased accommodation.

EXERCISE PART (5)

Page 108 to 115

1. What is meant by office layout? What are the factors determining the layout of an office?
2. What are the essential principles of a good office layout?
3. What are the steps in determining office layout?
4. Briefly explain the meaning, merits and demerits of both open office and private office.

EXERCISE PART (6)

Page 117 to 127

1. What is meant by filing? What are its functions?
2. Discuss the steps involved in installing a filing system.
3. What are the essentials of a good filing system?
4. What is meant by centralized filing? Explain its merits and demerits.
5. What is meant by decentralized filing? Explain its merits and demerits.
6. What are the various methods of filing?
7. Briefly explain the classification of filing.
8. Write short note on:
 - (i) Centralised filing.
 - (ii) Decentralized filing.
 - (iii) Alphabetical classification.
 - (iv) Numerical classification
 - (v) Geographical classification

EXERCISE PART (7)

Page 129 to 134

1. What is meant by indexing? What are its uses?
2. What are the essentials of a good Index?
3. Briefly explain the various types of Indexing.
4. What are the factors to be considered on selecting a suitable type of indexing?
5. Write short notes on:
 - (i) Page Index.
 - (ii) Loose Index.
 - (iii) Wheel Index.

EXERCISE PART (8)

Page 136 to 151

1. What is meant by mechanisation? What are its Objectives?
2. Enumerate the merits and demerits of Mechanisation.
3. What are the factors to be considered while selecting suitable machines?
4. How do you classify the Machines?
5. Briefly explain various types of machines used in the Modern Office.
6. Enumerate the merits and demerits of use of computer in the office.
7. Write short notes on:
 - (i) Types of Typewriters.
 - (ii) Types of Duplicators.
 - (iii) Types of Accounting Machines
 - (iv) Desktop Publishing

Mgt 206 Work-based Training Management

<http://www.filefactory.com/file/6q4j17vxdtl1/Mgt%20206%20Work-based%20Training%20Management.zip>

Read the contents in “ 22.taadel404a Facilitate work based learning.pdf (Page 29 to 33.)“ and answer the followings.

Q1. Explain the role of workplace facilitator.

Q2. What are the functions in implementing, monitoring and reviewing workplace learning activities?

Q3.How will you assess your learner at workplace?

Q4.What kinds of support are required for workplace learner?

Q5.What are the knowledge requirements for work-based learning?

Read the contents in “ 22.taadel404a Facilitate work based learning.pdf (Page 43 to 45.)“ “ and answer the followings.

Q6 Explain DEDICT model for skilled based training..

Q7.Define effective mentoring.

Read the contents in “ 22.taadel404a Facilitate work based learning.pdf (Page 49)“ “ and answer the followings.

Q8.What are the particular skills and attributes required for work-based learning?

Read the contents in “ 22.taadel404a Facilitate work based learning.pdf (Page 52 to 55)“ “ and answer the followings.

Q9.Why work-based learning is necessary?

Q10.What do you want the learner to achieve?

Further Reading

Read the contents in other pages of 22.taadel404a Facilitate work based learning.pdf.

Mgt 207 Business Letter Writing

Refer any Business Letter Writing Books available from the bookshops, refer the samples and present three business letters written by yourself.

References

Open reference

Mgt 208 Safety Management

<http://www.filefactory.com/file/5o2ijvukg03x/Mgt%20208%20Safety%20Management.pptx>

Read the contents in “ Mgt 208 Safety Management.pptx “ and answer the followings.

Q1.Why does occupational health and safety contribute the successful operation of an organization?

Q2.What are the Benefits of OHS?

Q3.What are Operational Responsibilities?

Q4.Highlight Workplace Health Issues.

Q5.Describe workplace hazards?

Q6.Explain Substance Abuse.

Q7.Explain Job-related Stress.

Q8.Explain the Workplace Health Programs.

Q9.Describe Drug Testing Programs.

Q10.Express Workplace Safety Issues.

Q11.Describe General Duty Standard of employee.

Q12.What are Personal Protective Equipments (PPE)?

Q13.Explain OHS auditing.

Q14.Describe OHS Risk Management.

Q15.What adverse consequence can cause to manager because of the worker dies in the workplace due to poor workplace safety standard?

Further Reading

Read the contents “OHSWorkbook.pdf”

<http://www.filefactory.com/file/6nyyc4of25q1/OHSWorkbook.zip>

Mgt 209 Risk Management

<http://www.filefactory.com/file/422oklisio1j/Mgt%20209%20Risk%20Management.zip>

Read the contents in BSBRSK501B Manage Risk.pptx “ and answer the followings

Q1. Define risk.

Q2. Explain four aspects of Risk Management.

Q3. Explain Predictions for risk.

Q4. What are Types of Risk?

Q5. How does risk impact on decision making?

Q6. Sketch the relations in A System-based Risk Source Classification Approach.

Q7. What is Natural System?

Q8. What are Human risks ,Political risks and Cultural risks?

Q9. Write down the types of risks.

Q10. What are Seven Primary Reasons of Failure?

Q11. What is Resistance to Manage Risk?

Q12. What are the Methods for Treating Risk?

Q13. Why insurance is important in risk management?

Q14. Explain Derivatives and hedging.

Q15. How can the risk be reduced?

Further Reading

Read the contents ““strategicmanagement.pdf”

Mgt 210 Professional Development Management

<http://www.filefactory.com/file/2s4kwufs9l2p/Mgt%20210%20Professional%20Development%20Management.zip>

Read the contents in "Mgt 210 Professional Development Management.pptx" and answer the followings.

Q1. What are the facts in Deciding Work Priorities, Finding Out What to Spend the Time On.?

Q2. What is the better way to start the work & how to perform it?

Q3. Express the points in SWOT Analysis.

Q4. What are the questions to help out in the work?

Q5. What are the components of Professional Development?

Q6. Explain Multisource (360-degree) Feedback.

Q7. Explain Executive Coaching.

Q8. Write down the Steps of a professional development plan.

Q9. How will you develop a Professional Development Plan.

Q10. Write your own professional development plan to improve your education OR work performance.

Mgt 211 Leadership

<http://www.filefactory.com/file/31psn7myjown/Mgt%20211%20Leadership.zip>

Read the contents in "Mgt 211 " and answer the followings.

Q1.How does leadership relate to management?

Q2.Explain Instructional leadership

Q3.Explain Transformational leadership

Q4.Explain Moral leadership

Q5.Explain Participative leadership

Q6.Explain Managerial leadership

Q7.Explain Contingent leadership

Q8.Explain New Model of Leadership

Q9.Compare manager and leader.

Q10.What are the competencies of a leader?

Q11.What type of leadership is preferred by you and provide the reason.

Further Reading

Read the contents "Reading1.pdf"

Mgt 212 Preparing Portfolios

<http://www.filefactory.com/file/741bxf84om1/Mgt%20212%20Preparing%20Portfolios.zip>

Read the contents in” How to create a portfolio.doc, portfolio2004.pdf , Preparing a Portfolio.pdf, and do the following task

Prepare your own portfolio to attend the employment interview.

Your portfolio should contain

- Your education, and training documents.
- CV
- References
- Work samples
- Recommendations, you present them to the teacher.

Mgt 213 Conflict Management

<http://www.filefactory.com/file/xzj36svj6id/Mgt%20213%20Conflict%20Management.zip>

Read the contents in "Conflict Management.pdf" and answer the followings.

Page 1+2

Q1. What is the meaning of Conflict? & write two examples

Page 2

Q2. What is a dispute?

Page 3.

Q3. Express some important tips that every driver must be familiar with.

Page 5

Q4. Explain the followings

(a) Emotions in Conflict Management (b) Positive affect in Negotiation

(b) Negative affect in Negotiation.

Page 6 to 11

Q5. Write Forms of resolving conflict (Alternative Dispute Resolution)

Page 12 to 16

Q6. Write Kinds of Adjudication.

Page 17

Q7. What are Misperception in Interpersonal Conflict?

Page 18

Q8. What are Components of Mastery of Environment?

Page 21

Q9. Sketch conflict blue print.

Page 23 to 26

Q10. Explain Conflict Diagnosis & Write Steps in Conflict Diagnosis.

Further Reading

Read other pages in Conflict Management.pdf, conflict.pdf and conflict_whitepaper.pdf

