

Business Management and Administrative Services

Assessment Study Guide

Vocabulary List

BMS5.0 Demonstrate administrative and communication functions.

5.1 Create organizational and departmental charts.

5.1 Organization Chart – A visual device that shows relationships among people and divides the organization’s work; it shows who is accountable for the completion of specific work and ho reports to whom.

5.2 Conduct task analyses.

5.2 Task Analysis - Is the analysis of how a task is accomplished, including a detailed description of both manual and mental activities, task and element durations, task frequency, task allocation, task complexity, environmental conditions, necessary clothing and equipment, and any other unique factors involved in or required for one or more people to perform a given task.

5.3 Manage reports, records, and files using technology and appropriate methods.

5.3 Dissemination of Information – Dissemination of information refers to the distribution of information to the general public usually conducted by the government or an agency specifically given authorization to release information for any public sector. The information released to the public will have to be regulated by the government in terms of its content and quality of content, however, it is important the specific information is disseminated to the various groups of people that the information concerns or will concern.

5.3 Reporting Structure - defines how power and control is cascaded throughout the organization and is usually represented in a chart, showing how the lines of control reach the various functional areas and physical locations.

5.4 Communicate organizational policies and procedures using technology and appropriate methods.

5.4 Communication Procedures – The procedures required for employees to follow when reporting a concern, issue, of idea within an organization. Communications procedures can also dictate how employees will discuss company information with the media.

5.4 Communication Skills – Skills enabling one to share information and result in a higher degree of understanding of a message between a sender and a receiver of the message.

5.4 Confidentiality – Confidentiality agreements, also known as nondisclosure agreements, ensure that proprietary information disclosed by one party will be kept secret by another party. Such agreements are often the only method to ensure that employees keep trade secrets, allowing both parties to acknowledge that a duty of confidentiality exists, defining the scope of the duty and spelling out the possible remedies or sanctions associated with the breach of the duty.

5.4 Intranet – A firm’s internal computer network. It is closed to public access and uses Internet-type technology.

5.4 Nonverbal Communication – Expressing oneself without the use of words. Body language. Facial expressions.

5.4 Verbal Communications- the communication that is expressed through words. What you say.

5.5 Perform managerial reporting duties.

5.5 Business Plan – A written description of the business and its operations with an analysis of the opportunities and risks it faces. It is a written guide that helps the entrepreneur (person who starts the business) during the design and start-up phases of the business. Common sections of a business plan include: the executive summary, company description, product description, situation analysis, marketing plan, and financial plan. The situation analysis contains the goals, mission, vision, SWOT, and PEST.

5.5 Emergency Response Plan - An emergency is any unplanned event that can cause death or significant injuries to faculty, staff, students, or the public; or that can shut down business; disrupt operations; cause physical or environmental damage; or can threaten the institution's financial standing or public image. The Emergency Response Plan is put into effect whenever a crisis, man-made or natural, disrupts operations, threatens life, creates major damage, and occurs within the firm’s community and its environs.

5.5 Mission Statement – A brief paragraph or two that describes the ultimate goals or purpose of a company.

5.5 Vision Statement-a declaration of the scope and purchase of a company.