Department of Education

Papua New Guinea

GRADE 9

BUSINESS STUDIES

UNIT 4

BUSINESS COMMUNICATION

COURSE BOOK 4

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GRADE 9

BUSINESS STUDIES

UNIT 4

BUSINESS COMMUNICATION

In this unit you will learn;

TOPIC 1:   WHAT IS BUSINESS COMMUNICATION?

TOPIC 2:   BUSINESS DOCUMENTS AND LETTERS

TOPIC 3:   BUSINESS MEETINGS AND RECORDS

TOPIC 4:   COMMUNICATION TECHNOLOGIES

Acknowledgements

We acknowledge the contributions of all Primary Teachers who in one way or another helped to develop this course.

Our profound gratitude goes to the former Principal, Mr Demas Tongogo for leading FODE team towards this great achievement. Special thanks to the staff of MAL and Business Studies Department of FODE who played an active role in coordinating writing workshops, outsourcing lesson writing and editing processes.

We also acknowledge the professional guidance provided by Curriculum and Development Assessment Division throughout the processes of writing and, the services given by member of the Primary Section and Academic Committees.

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DIANA TEIT AKIS

PRINCIPAL

TABLE OF CONTENTS

SECRETARY'S MESSAGE

Achieving a better future by individual students and their families, communities or the nation as a whole, depends on the kind of curriculum and the way it is delivered.

This course is part and parcel of the new reformed curriculum. The learning outcomes are student – centred and allow them to be demonstrated, assessed or measured.

It maintains the rationale, goals, aims and principles of the national curriculum and identifies the knowledge, skills, attitudes and values that students should achieve.

This is a provision by Flexible, Open and Distance Education as an alternative pathway of formal education.

The course promotes Papua New Guinea values and beliefs which are found in our Constitution, Government policies and reports. It is developed in line with the National Education Plan (2005 -2014) and addresses an increase in the number of school leavers which has been coupled with a lack of access to secondary and higher educational institutions.

Flexible, Open and Distance Education curriculum is guided by the Department of Education's Mission which is fivefold:

- To facilitate and promote the integral development of every individual
- To develop and encourage an education system which satisfies the requirements of Papua New Guinea and its people
- To establish, preserve and improve standards of education throughout Papua New Guinea
- To make the benefits of such education available as widely as possible to all of the people
- To make the education accessible to the poor and physically, mentally and socially handicapped as well as to those who are educationally disadvantaged.

The college is enhanced to provide alternative and comparable pathways for students and adults to complete their education through a one system, many pathways and same outcomes.

It is our vision that Papua New Guineans harness all appropriate and affordable technologies to pursue this program.

I commend all those teachers, curriculum writers and instructional designers who have contributed so much in developing this course.

DR. UKE KOMBRA PhD
Secretary for Education

UNIT 4:   BUSINESS COMMUNICATION

This is the fourth unit in the Grade 9 Business Studies Course. This unit aims to help you discover and develop an understanding of the Melanesian cultural communication practices and modern business communication.

Furthermore, this unit teaches you about the principles and importance of good communication and how to be effective communicators. You will also learn how to use office equipment, modern technologies and business communication systems for effective communication.

The knowledge, skills, attitude and values acquired in this unit will help you understand the modern world of business communication within your communities, the nation and globally.

The Unit 4 Course Book has four topics. These topics are;

Topic 1: What is Business Communication?
This topic explains the Melanesian traditional communication practices and modern business communication. It teaches you how to effectively communicate using different business communication methods as well as its advantages and the disadvantages.

Topic 2: Business Documents and Letters
This topic teaches you the uses of business documents involved in buying and selling goods or services for cash or on credit. It also teaches you how to write important business letters.

Topic 3: Business Meetings and Records
This topic teaches you the procedures of business meetings. It also teaches you how to keep important business documents using the filing methods and systems.

Topic 4: Communication Technologies
This topic teaches you to have an understanding of the importance of communication technologies. It further teaches you how to use these technologies or devices to communicate effectively in business.

STUDY GUIDE

Step 1:   Start with Topic 1, study Lesson 1 and do the Lesson Activities as you go along. When you have completed Lesson 1, do Practice Exercise 1.

Step 2:   When you have completed Lesson 1 Activities and Practice Exercise 1, turn to the end of Topic 1 in the Unit Book to correct your answers. The answers for your Practice Exercises are at the end of the Topic while the answers for your Lesson Activities are at the end of the Unit Book.

Step 3:   If you make any mistake, go back to the lesson and revise well and try to understand why you gave an incorrect answer.

Step 4:   When you have completed steps 1-3, tick the box for Lesson 1 in the contents' page (page 3) like this,

> Topic 1:   What is Business Communication?
>
> ☑   Lesson 1: Introduction to Business Communication

Step 5:   Go to Lesson 2 and repeat the same process until you complete all the Lessons in Topic 1

Step 6:   After completing your Lessons and Practice Exercises in each Topic, complete each Topic Test in the Assessment Book 4.

Step 7:   After you have studied the whole Unit, complete the Unit Examination in the Assessment Book 4.

Step 8:   Check through your Assessment Book 4 when you are satisfied then send forward it to your provincial centres for marking. The provincial centres will advise you on how to apply for your external examinations.

Icons

Introduction	Target of the Lesson	Lesson Activity Practice Exercise	Summary

Assessment
You will do four Topic Tests and a Unit Examination.

Your assessment book will be marked by your distance teacher. The marks you score will count towards your final mark and grade.

If your score is less than 50% in any assignment, you must repeat that assignment. If you continue to score less than 50% in your assignment three consecutive times,

then, your enrolment will be cancelled, and you need to re-enroll if you wish to continue this Course.

Study Schedule
Here is a Study Schedule. It will guide you on a weekly basis. The Study Schedule will help you to complete your Course Book and its Assessment.

WEEKS	TOPIC/ LESSON NUMBER	ASSESSMENT	COMMENTS
1-3	Topic 1 Lessons 1-7	Topic 1 Test	
4- 6	Topic 2 Lessons 8-12	Topic 2 Test	
7- 8	Topic 3 Lessons 13-16	Topic 3 Test	
9-10	Topic 4 Lessons 17-19	Topic 4 Test and Unit Examination	
10	Submit your Assignment 4 to your Provincial Centre for marking.		

As you complete each lesson, tick the box in the contents' page. Each lesson can be completed within 40 minutes. This helps you show what you have done and what you still have to do in each Topic.

ALL THE BEST

TOPIC 1

WHAT IS BUSINESS COMMUNICATION?

In this topic you will learn about;

- **Business Communication**

- **Forms and Patterns of Business Communication**

- **Oral and Written Communication**

- **Business Communication Skills**

- **Barriers to Effective Communication**

- **The Postal Services**

- **Telecommunication Services**

TOPIC 1:   WHAT IS BUSINESS COMMUNICATION?

Welcome to Topic 1: 'What is Business Communication?' In this Topic you will learn about the importance of communication in business. You will also learn about the devices or equipment used to make communication easier.

This Topic contains seven lessons.

Lesson 1: Introduction to Business Communication
This lesson defines communication and its importance. It also explains differences between the Melanesian traditional methods of communication and the modern methods of communication.

Lesson 2: Forms and Patterns of Business Communication
This lesson identifies and discusses the different types and forms of business communication in a firm. It also identifies and discusses the business communication patterns in a firm.

Lesson 3: Oral and Written Communication
This lesson will cover both oral and written communication and their importance. It also teaches the different types of oral and written communication in the business environment or workplace.

Lesson 4: Business Communication Skills
This lesson covers business communication skills and their importance in business. It also discusses oral and written communication skills needed by businesses.

Lesson 5: Barriers to Effective Communication
This lesson teaches you to identify barriers to effective business communication and how to address them.

Lesson 6: The Postal Services
This lesson covers postal services and its importance. It also teaches you to identify the services provided by the postal services and its advantages and disadvantages.

Lesson 7: Telecommunication Services
This lesson teaches you to define telecommunication and its importance in business. It also teaches you the telecommunication services and its advantages and disadvantages.

Lesson 1: Introduction to Business Communication

Introduction:
Welcome to Lesson 1 which is the first lesson for this topic, *Introduction to Business Communication*. It is also the first lesson for this unit; Unit Three, *Business Communication*. In this lesson you will learn about communication and its importance.

Your Aims:

- Define communication and state its importance
- Explain the Melanesian traditional methods of communication to modern methods of communication

What is Communication?

Communication is very important in our daily lives. If people do not communicate than no one will know what to do or what is happening around them. Likewise, in business it is very important for you to communicate with others who deal with your business.

> I have heard of the word communication.
> What does communication mean?

Communication is the result of any action whether physical, written, verbal or non-verbal that conveys or carries meaning between two or more people.

In business, communication must be addressed well or discussed seriously. As a business person you must make sure that communication in your business is efficient as well as effective.

What do these words efficient and effective mean in business?

> Well! Efficient means being well organised so resources are not wasted. Effective means to produce better or improved results.

A business is said to be producing better or improved results if it is progressing or doing well. That is, its sales are increasing since many people are aware of the goods and services and are buying more of it. This shows that there is good communication within the business. In business, resources refer to things that are used to start the business like money, vehicle, buildings and equipment like computers and printers.

What then is business communication? Business communication refers to the process where the business person makes known his or her goods and services available on the market to the public.

As a business person you communicate to inform, persuade or encourage, compare and remind the public including your customers and business partners of the product you are selling. Selling of products does not only mean selling of goods like food

items, clothing and drinks; it also involves selling of services. For example, if you are involved in a business that provides accommodation then this means you are providing a service business.

There are four basic elements or things that make up the process of communication. In order for you as a business person to successfully communicate or exchange information concerning business, these four elements or things must be taken into account.

1. An Information source or sender
This refers to the person producing the message. For example, when you talk to a customer on the phone regarding sales of some goods or services, you are producing or giving off the message or information.

2. A Transmitter
This refers to a device or equipment which encodes the message into signals or signs. Encode refers to converting or changing messages or information into signals or signs. Let us continue from the example given above on the first element. Your voice giving the message through the phone will then be received by a device or equipment like a disc which will change your message into electronic information. This means the equipment will get the messages in the form of letters and numbers and pass it onto the receiver
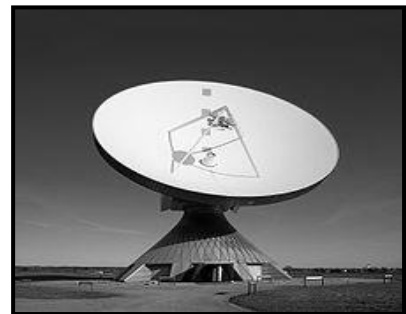
The photograph above shows a disc shaped transmitter. Source: Internet-2014.

3. A Channel or Medium
This refers to signal adapted for transmission. Adapt means to change and make suitable something. So channel or medium refers to the right passage or way in which messages received by the transmitter is sent out. The messages are made clearer for the receiver. Let's continue from the two examples given above. The conversation between you and your customers and business partner on the phone will be made clearer by the channel or the medium. This passage or way will be a network or station. Your customers and business partners will hear what you want them to hear and know about.

A simple example of this communication would be listening to radio stations. People tune or turn the knobs of their radios to stations for instance Kalang FM or Right FM, to hear what is being broadcasted. Broadcast refers to programs or information sent by air through radio or television. Messages received by the transmitter through a channel or medium will be made suitable and clear for people to hear.

As a business person you must make sure your messages concerning your products are channeled or passed through a proper way. Whether through radio, TV, newspaper or people themselves.

4. A Receiver or the destination
This refers to a person or device that decodes the message from the signal. Decode means to receive message and give back response. Feedback refers to the response from the receiver back to the information source or the person who has sent the information in the first place.

Now, see below the diagram that illustrates the four elements of communication.

THE FOUR ELEMENTS OF COMMUNICATION
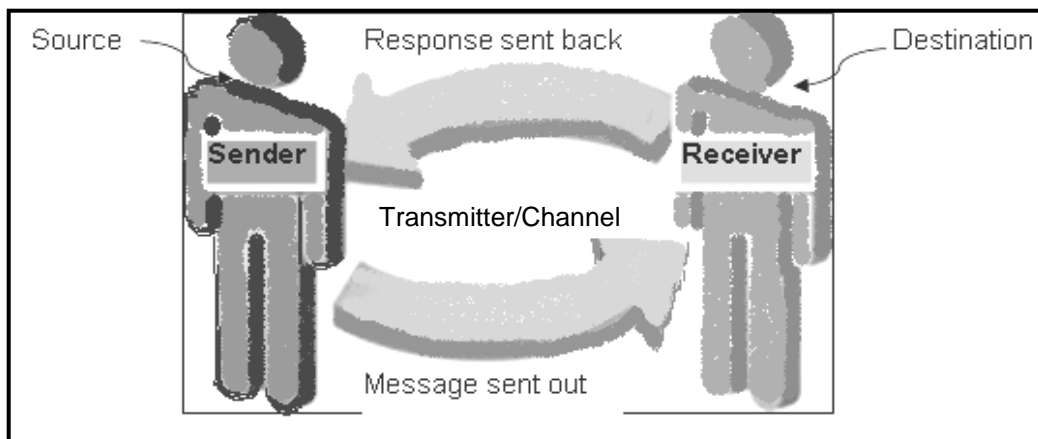
Source: Internet-2014.

Knowing these elements will greatly help you improve your business activities. You are able to communicate well to the public on the type of product or service you are selling.

In internal communication these elements must be carefully monitored so the workers can communicate effectively. Internal communication refers to communication inside the business environment or workplace. Effective, as mentioned earlier in the lesson, refers to producing better or improves results for the business. When workers communicate well business will flow smoothly. The public will want more of the products and the business will become successful.

Activity 1.1:   Complete the activities given below.

Define the following words.
1. Communication _____
_____
2. Business communication _____
_____
3. Efficient _____
4. Effective _____

Importance of Communication

For your business to progress or grow, you must know the importance of communication.

Continue reading to find out more on the importance of communication. Knowing this importance of communication will help you run your business well.

1. Management Efficiency
Management refers to the work done by the manager or the boss. For example, the manager or manageress has to communicate well with their workers regarding the tasks that need to be done on a daily basis. As a result, these workers know what to do and the task or job is done smoothly thus helping the business to achieve its set goals and objectives.

2. Strengthens Morale and Relations
Strengthens morale and relations refer to increasing the confidence of workers so they are effective in their duties. Effective communication will lead to good responses coming from the workers and boost or build up their moral. Morale refers to a person's feeling of confidence towards his or her work. For example, if the manager does not treat his or her employees well then they will be upset and this will lower their confidence. In other words the job they love will not be done effectively or efficiently.

3. Effective Leadership
Effective leadership refers to the manager taking the lead. If managers communicate well then their leadership will help the business to produce greater results.

4. Mutual Trust and Confidence
Mutual trust and confidence refers to the understanding between the manager and their workers. The manager and the workers are able to trust each other. When there is understanding between the manager and the employee then communication is effective and the business is able to progress well. Mutual refers to two people or groups of people agreeing to work together for good results.

5. Better Decision
Better decision refers to making good decisions that should enhance or help the business to operate well. When managers communicate well with their employees then better decisions are reached and lead to goals and objectives of the business achieved.

6. Staffing
Staffing refers to the specific job given to employees or workers in the business. When information is communicated or passed on well then workers know who to work with. They can be promoted or paid incentives depending on the performance of their work. Incentives refer to something that encourages someone to perform his or her duties effectively as well as efficiently. For example, pay rise, allowances and bonuses.

7. Better Management Concern
Better management concern refers to the overall operation or running of the business. If there is good communication in the work place then the functions of the manager will be carried out effectively and efficiently. The management function involves the planning, organisation, directing and controlling of the workforce by the manager.

You as a student intending to become a business person must take into consideration these seven importance of communication. It will help your business grow and become successful.

Activity 1.2: Complete the activity given below.

List the seven (7) importance of communication.

1. _____   5. _____

2. _____   6. _____

3. _____   7. _____

4. _____

Melanesian Traditional Methods of Communication and Modern Methods of Communication

Communication as mentioned earlier is important to all people. There are two typical methods or types of communication. They are; *Verbal Communication and Non-Verbal Communication.* These are the two main ways in which people have been communicating with each other from the past to the present times and into the future.

1. Verbal Communication Method
Verbal Communication refers to communication where messages are exchanged by word of mouth and reading written information. For instance, speaking and written messages, signs and symbols.

2. *Non-Verbal Communication Method*
Non-Verbal Communication refers to the kind of communication where messages or information are exchanged without the use of words. For instance, people's actions, body language or appearance.

Melanesian Traditional Method of Communication
Now, we will go into discussing Melanesian traditional method of communicating.

What was used to channel or pass information during our ancestors' time?

Turn to the next page to see the traditional instruments used to channel or pass information during our ancestors' times.

GARAMUT SLIT DRUM

COUNCH SHELL

KUNDU DRUM
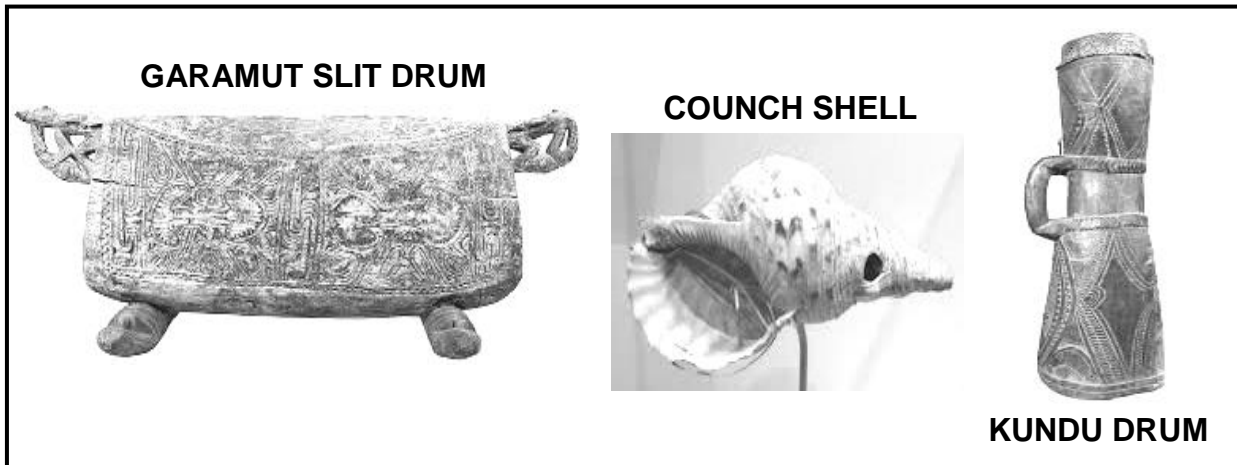
The common traditional instruments used by Papua New Guineans in the past to communicate or exchange information.
Source: Internet-2013.

The instruments shown in the box above are known as traditional instruments. Why are they called traditional instruments? Traditional instruments that have been made by hand in the past using materials from the land and sea. The idea of making these instruments have been passed from one generation to the other. These instruments are simple to handle or use as you can see from the picture above. You may have seen or are using these instruments at the present time.

How about the modern medium or instrument of communication? The modern medium of communication continues to change and has become quite complex or difficult to use. The advantage or the good of using these methods makes communication fast and easier. That is whether at the work place, in homes, in the villages, on the streets or in entertainment. Communication has improved so much in the modern times.

For instance, if someone in Port Moresby would like to talk to his or her uncle in Lae, there is no need for them to write letters and send them through the post office and wait for weeks to get their response. With the introduction of devices such as the mobile phones all they have to do is dial or press the numbers to call or send text messages or SMS. SMS stands for Short Messaging Services. That is, you send very short messages through the short messaging services available on the mobile phone.

MODERN MEDIUMS OR INSTRUMENTS OF COMMUNICATION
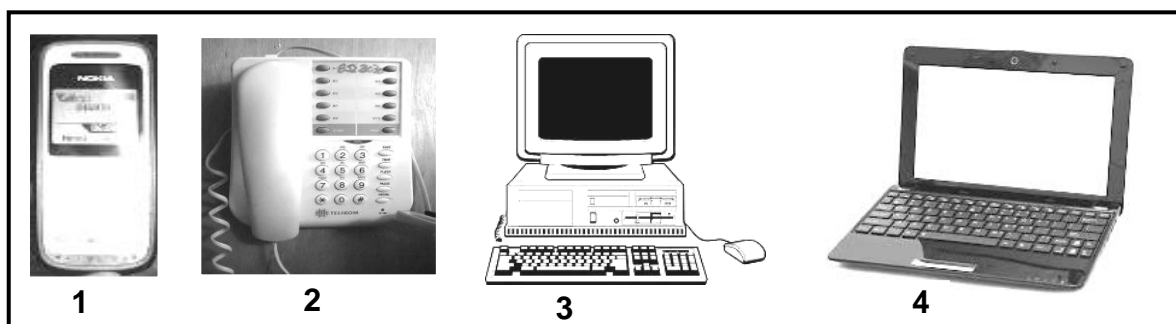
Source: Internet-2013.

1. Mobile Phone   2. Telephone   4. Laptop   3. Computer

The purpose of the medium or instrument used in the past during our ancestor's time and in the modern time is to communicate or exchange information.

Summary:

You have come to the end of Lesson 1. In this lesson, you learn that;

- Communication is the result of any action whether physical, written, verbal or non-verbal that conveys or carries meaning between two individuals or two people.
- Business communication refers to the process where the seller or the business person wants to make known his or her goods and services available on the market to the public.
- The four (4) elements of the communication process are;
  (i) Information source or sender
  (ii) Transmitter
  (iii) Channel or medium
  (iv) Receiver or destination
- There are seven (7) importance of communication;
  (i) Management efficiency   (v) Better decision
  (ii) Strengthens morale and relations   (vi) Staffing
  (iii) Effective Leadership   (vii) Better management
  (iv) Mutual Trust and confidence   concern

NOW DO PRACTICE EXERCISE 1 ON THE NEXT PAGE

Practice Exercise 1

1. Define

(a) Adapt_____

(b) Transmitter_____

(c) Medium _____

2. What is verbal communication?
_____
_____

3. Explain the main purpose of traditional and modern instruments.
_____
_____

4. SMS stands for _____.

5. Explain the difference between verbal and non-verbal communication.
_____
_____
_____

6. Fill in the table by naming two traditional and modern instruments used to communicate.

Traditional instrument	Modern instrument
(a) _____ (b) _____	(a)_____ (b)_____

CHECK YOUR ANSWERS AT THE END OF TOPIC 1

Lesson 2: Forms and Patterns of Business Communication

Introduction
Welcome to Lesson 2. In the previous lesson you learnt about the importance of communication. You also learnt about traditional and modern communication methods.

Your Aims:
- Identify and discuss the different types and forms of business communication in a firm.
- Identify and discuss the business communication patterns in a firm.

Types and Forms of Business Communication in a Business Firm

We will study the different types and forms of communication in a business firm.

By now you should know that verbal and non-verbal methods of communication creates the beginning of exchanging information or messages meaningfully.

Let us recap on these two main types of communication.
1. **Verbal communication** refers to the kind of communication in which messages are exchanged by word of mouth and pieces of writings.
2. **Non-verbal communication** refers to the kind of communication in which information is sent and received without talking or writing.

What is a business firm? A firm refers to an organisation which is made up of groups of people who make money selling goods and services.

As a business person you and your business partners must ensure that communication flows smoothly in order for the business to produce results.

Types of Business Communication

There are seven different types of business communication.

Now, let us study the seven different types of business communication.

1. In-Person communication
In-Person communication refers to the face to face communication between people in the business. This type of communication is best for you, the manager to see the reaction of your employee when talking to them. If employees are not happy with matters relating to their work they show it through their actions. Responding well to their grievances or complaints will help your business operate efficiently in the long run.

2. Telephone
*T*elephone is a mechanical instrument; used to communicate. Many businesses rely on the telephone to communicate though there may be an increase in the use of mobile phones. Telephone calls are easy to make, but it is important to have the right set of skills for telephone conversation. This skill is called telephone etiquette.

Etiquette refers to the procedure or steps used when talking on the phone. You will learn more about this in lesson three.

3. Electronic Mail (Email)

Electronic Mail *(Email)* refers to using machines such as computers, laptops or note books and mobile phones or smart phones to communicate. There must be internet connection .This communication system has no barriers since messages can be sent and received anywhere else in the world. For instance, if you want to order vehicles from Japan, then all you have to do is, type a message informing the producer of your interest in doing business with them. Barrier refers to things that will cause disturbance to the flow of information or messages.

4. Fax

Fax refers to using a machine called facsimile to communicate. Facsimile allow business people to send messages and important documents from one location to be received by another. Those who are receiving the messages and the important documents should also have a facsimile. This makes communication convenient or easier for both groups involved in the business. Facsimile use the telephone line systems.

5. Video Conferencing

Video Conferencing refers to the use of video and the audio system to communicate with other people at various or different locations. For instance, your business partners are in Japan and Australia but you cannot fly to both places and meet at the same time so you organise a video conference. That is, you see your business partners on the screen and at the same time talk and listen to them. The same applies to them wherever they are around the world. Audio refers to sound. The advantage of video conferencing is it cuts down expenses of the business as well as travelling time.

6. Letter writing

Letter writing refers to writing to communicate. Business men and women still write letters as part of their business communication. Letters can be written and mailed to employees, clients, customers, board members and shareholders to update them on the progress of the company or to offer important information.

7. Indirect Communication

Indirect Communication refers to the use of printed information given to those in the business. These printed information or documents are called memorandum, policies and procedure publications. For instance, if there is a new way of doing business, you can inform your business partners by sending them a document called policy implementation. Implementation refers to actions to be taken to improve on something. The policy or rule could be concerning customer services. That is how you should approach or talk to your customers as well as how you and your workers can serve them. It also gives information on how best your customers can be served.

Activity 2.1:   Complete the activities given below.

1. Define firm. _____
_____

2. List seven (7) ways to communicate in business.

 (a) _____   (e) _____

(b) _____   (f) _____

(c) _____   (g) _____

(d) _____

Forms of Business Communication

For a business to communicate well it must look carefully at its forms of communication.

Can you explain the forms of communication?

Forms of communication refer to the ways in which communication is channeled or carried out in the workplace.

In the business environment or workplace there are three main forms or ways in which communication is carried out to allow information to flow smoothly. Information sent will be well received and positive feedbacks or responses will be given. What are those three forms of communication? Let us go through and learn them.

1. Internal Communication
Internal Communication refers to communication or exchange of information occurring within the business. Workers communicate to get work done such as; manufacturing and selling, giving orders and assembling, reporting, writing memorandums and communicating through emails to name a few.

2. External Communication
External Communication refers to communication or exchange of work related information occurring with people outside the business. Information is exchanged to get work done such as making deals with the public, suppliers, service companies, customers for selling and servicing, reporting to shareholders and governments and distributing brochures or small booklets, making telephone calls and advertising to name a few.

3. Personal Communication
Personal Communication refers to communication that exists between friends as well as strangers.

There are no proper ways to communicate to others though it may be in the workplace. You can say whatever you think about the business but not in a formal or proper way. This kind of communication can affect business since people know each other well. They can defy or go against the set rules and simply not perform their duties as expected of them.

Activity 2.2:   Complete the activity given below.

Fill in the table by listing the three forms of communication and explain what they are.

Forms of Business Communication	Explanation
1.	
2.	
3.	

Communication Patterns in a Firm

In the business environment or workplace communication follows certain patterns in order for the work to be done smoothly. What is Communication Pattern? Communication pattern refers to the direction of the flow of information in the business organisation. There are two patterns of communication in any business organisation. They are vertical and horizontal communication patterns.

1. Vertical Communication Pattern
Vertical communication Pattern refers to the movement of information following set procedures or steps either downwards or upwards. There are two directions in which the movement of information flows. They are;

(a) Downward or Top-Down Communication
Downward or Top-Down Communication refers to information or messages sent from the superior or the boss down to the subordinates. Subordinate refers to people with less power in any organisation for instance, workers.

Information concerning the work of the business is given through letters, notes and circulars. Sometimes information is given face to face through the public address system. The Public address system refers to meetings. It is a system because steps are involved when discussing issues such as when to talk and how to talk. You will learn more about meetings in topic three of this unit.

(b) Upward or bottom up Communication
Upward or bottom-up communication refers to information or messages sent from the subordinate up to the superior. Information such as reports on work done and suggestions are made known by the workers to their bosses following certain steps. For example, when writing a report it must be written following the correct format of writing report and not just any sort.

Now, turn to the next page to see the two directions that information or messages flow in the vertical pattern of communication.

VERTICAL PATTERN OF COMMUNICATION

1. Downward or Top-Down
Communication

Superior-Boss

Letters, notes,
circulars,
meetings

Subordinate- Workers

2. Upward or Bottom-Up
Communication

Superior-Boss

Reports on work
done, suggestions

Subordinate- Workers

Arrows refer to the direction of the flow or movement of information
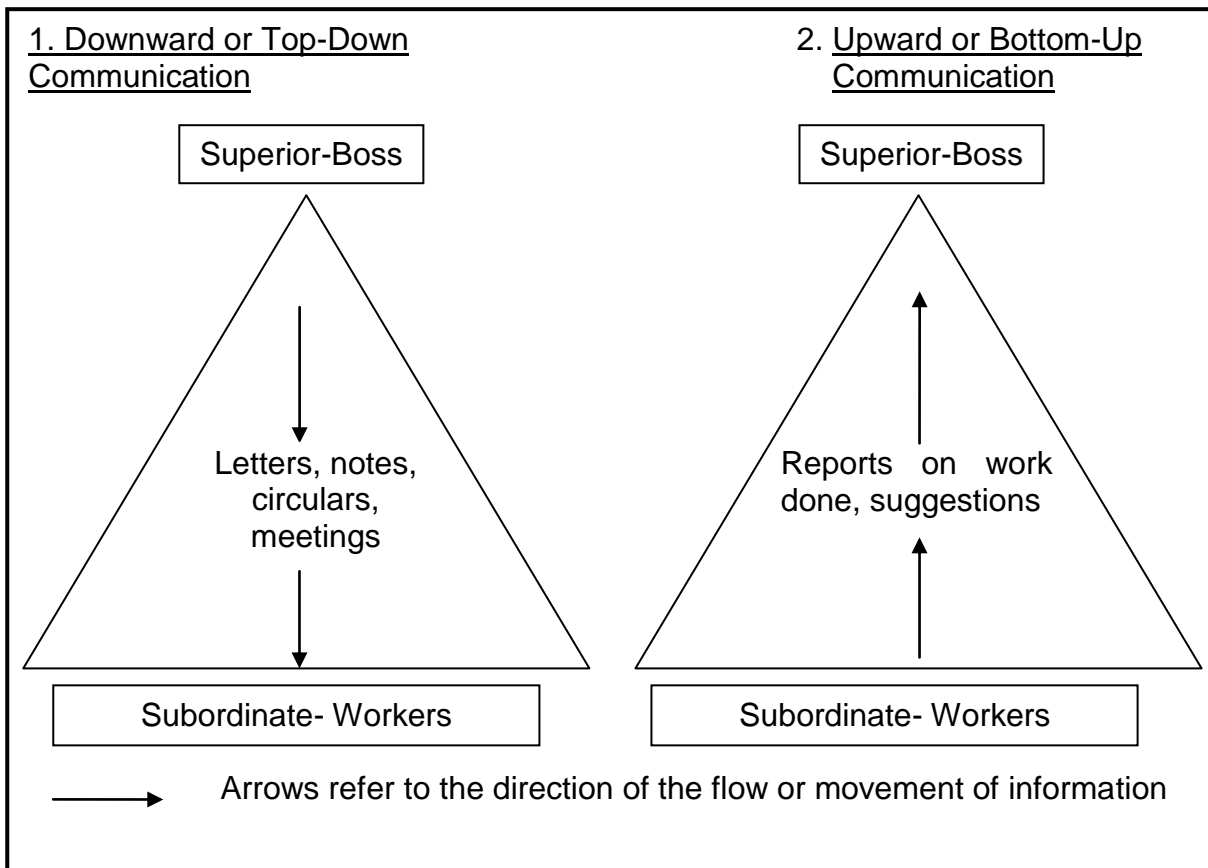
Source: Internet-2013.

2. Horizontal Communication Pattern
Horizontal communication pattern refers to flow or movement of information across the organisation. This pattern of communication happens among people across the organisation . For instance, a manager talking to another manager concerning a project. Their level of understanding is the same. The same applies to the supervisors and workers. Supervisors gather to discuss certain tasks and workers give advice to each other. Sometimes there is no need for formalities in the horizontal communication pattern. Formalities refer to following steps to talk or write to people.

Look below, to see the diagram that shows the horizontal pattern of communication.

HORIZONTAL PATTERN OF COMMUNICATION

Boss◄►Boss

Supervisor ◄──────► Supervisor

Worker ◄──────────► worker
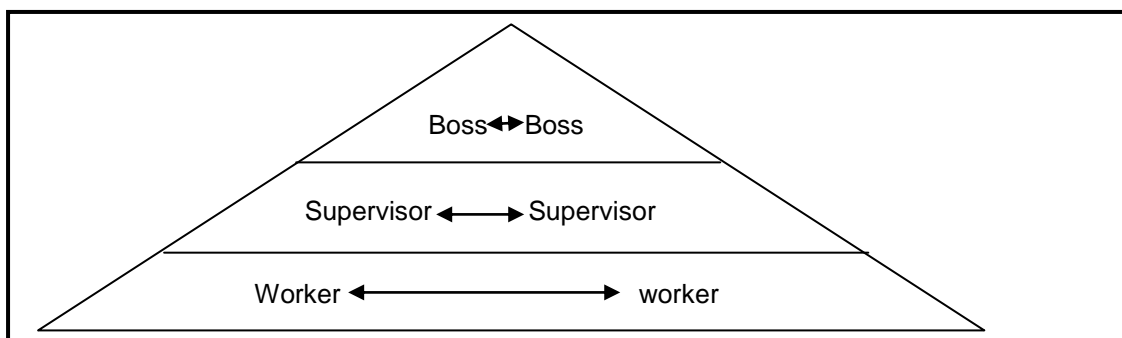
Source: Internet-2013.

Activity 2.3:   Complete the activities given below.

Explain
1. Vertical Communication
_____

2. Horizontal Communication
_____

Summary:

You have come to the end of Lesson 2. In this lesson you learnt that;

- Communication is very important for all businesses or firms.
- The two common methods or types of communication are verbal and non-verbal communication.
- There are seven (7) different types of communication in business.
  (i) In-person communication   (v) Video Conferencing
  (ii)Telephone   (vii) Letter writing
  (iii) Email   (viii) Indirect Communication
  (iv) Fax
- There are three (3) forms of communication in a business environment or workplace;
  (i) Internal Communication
  (ii) External Communication
  (iii) Personal Communication
- The two (2) patterns of communication in a business environment are;
  (i) Vertical Communication
  (ii) Horizontal Communication
- Vertical communication is made up of Downward or top-down communication and upward or bottom-up communication pattern.
- Horizontal communication is made up of straight movement of information across the organisation.

NOW DO PRACTICE EXERCISE 2 ON THE NEXT PAGE

Practice Exercise 2

1. Fill in the table by listing and explaining the seven types of business communication.

Types of business communication	Explanation
1.	
2.	
3.	
4.	
5.	
6.	
7.	

2. Draw the two directions of the movement of information in the vertical communication pattern.

(a)	(b)

3. Draw the horizontal pattern of communication.

(b)

CHECK YOUR ANSWERS AT THE END OF TOPIC 1

Lesson 3:   Oral and Written Communication

Introduction:
Welcome to Lesson 3. In the previous lesson you learnt about the types or forms and patterns of business communication in business. In this lesson you will learn in detail about oral and written communication and its importance in business.

Your Aims:
- Define oral communication and its importance in business communication
- Identify types of oral communication that are used in business
- Define written communication and its importance in business communication
- Identify types of written communication used in business
- Discuss the difference between spoken and written communication

Oral Communication and its Importance in Business

Basically oral communication covers two forms. They are speaking and listening.There is a saying that goes, 'It takes two to tango'. Tango is a dance that originated in South America. Two people dancing must respond carefully to each other's moves to dance well. So oral communication works in the same manner. At any time, it is pointless talking if someone is not listening. One cannot be listening unless someone is speaking or talking. It is said that 'the art of conversation is the art of hearing as well as of being heard'.

What then is oral communication?

Oral communication refers to spoken communication by way of using the word of mouth.
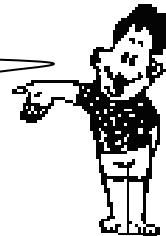
Oral communication is fast and direct. It involves talking directly to the other person whom you are doing business with and getting your responses immediately. It involves facing and listening for the feedback from the person you are talking to. When it involves the use of telephone you try to imagine or picture the reaction of the person you are conversing with or talking to. Oral communication always conveys or shows an idea or a feeling.

Oral communication is important as it influences others to accomplish or achieve common objectives or aims of the business. It channels instructions and feedbacks fast and direct to those who are involved in the tasks assigned or given. When all officers are well informed and are receiving positive feedback, obviously workers' contributions will lead to an increase in the sales of products, earning more profits for the business.

Activity 3.1:   Complete the activities given below.

1. Define Oral Communication in business.

_____

_____

2. State the importance of oral communication in business.

_____

_____

_____

Types of Oral Communication used in Business

Earlier on we defined oral communication as spoken communication by way of using the mouth. It is about one person talking while the other listens and responds or vice versa.

Here we will look at the different types of oral communication.

1. Face to Face Contact
Face to face communication refers to you talking face to face with a person who sees you and hears what you are saying. When you are communicating face to face, you are able to see all the expressions that are demonstrated by the person talking or listening. You are able to respond to the person's speed of speech, patterns of eye contact, and you are able to fully respond to these expressions.

Examples of face to face contacts in the internal business communication are; chats, conversation s, formal meetings, interviews and public address and briefings. We will discuss each of them.

(a) Chats or conversations are the meetings which are held between individuals or groups of people at any time involves people sharing jokes and getting their responses like laughter or it can be you giving a positive comment on a friend's dressing for the day. He or she responses with a thank you. It does not follow procedures or steps.

*(b) A Formal meeting*refer to a gathering that is structured and formally organized. In a formal meeting, you need to be prepared in order to participate effectively. A formal meeting has a chairperson who controls the meeting and a secretary who writes the meeting minutes. The rest of the members are participants. Examples of formal meetings are; an annual general meeting for a company, a professional staff meeting for a government department, or a committee meeting within an organisation.

(c) An *interview* refers to the exchange of information for a fixed purpose. There are different types of interviews. It may be for employment purpose, disciplinary matters, counseling or job orientation. You may be asked one day to go for a job interview. Before you turn up for the interview, you must be well prepared.

There are several styles of interviews. One is the *directive style* and the other is the *non-directive style*. The *directive style* is where some form of control is maintained and the *non-directive style* allows interviews to go in any direction, using open questions. For example, how would you describe yourself?

You should also know that there are two categories of questions asked in an interview. One is the *open ended question* and the other is the *close ended questions.* Open ended questions give freedom for any information that is necessary. They are used in *non-directive style* of interview where it allows the interview to go in any direction. On the other hand, *close ended questions* control the information in the interview. They are suitable for highly directive type of interviews. Yes/No types of questions are examples of close questions. When you answer Yes/No types of questions, you will find that the information you give is also limited.

In general, the interview involves specific questions to find out information about a person's physical or health condition, education and training, general intelligence, special skills or talents and type of character.

(d) Public address or briefing refers to a gathering where necessary information by superiors will be given to their workers. A public address is different from a meeting as it involves only one person talking for most of the time. Others simply listen and take note of information and instructions given during the address. For example, in schools, the principal and the duty teacher usually do all the announcements during morning assemblies while the students and the rest of the staff are listening to what is being announced.

2. The Telephone and Mobile Phones

A great deal of internal and external communication is conducted over the telephone and mobile phones. Many firms have their own internal switchboards and telephone systems allowing employees to have multiple conversations. They also have mobile phones which are linked to digicel, citifone or bemobile network systems and are controlled for business use only. In line with telephone communication, many companies also recognise the need for special training for staff who have to deal with the public for example receptionists.

3. Two-way Radio

This is useful for some business operations such as port operations, security guard services, maintenance and construction operations, police and defence force operations. Radios keep supervisors and their field workers in touch concerning the work at hand. Monitoring of work is also done through using two way radios.

At two-way radio or walkie talkie. Source: Internet-2013.

 Activity 3.2:   Complete the activity given below.

List the three types of oral communication in business.
1. _____
2. _____
3. _____

Advantages and Disadvantages of Oral Communication
The main advantage of oral communication is that it is fast and direct. The main disadvantage is that there are no records kept of conversations held for future reference unless the conversations are recorded.

Written Communication and its Importance in Business

Written communication is another way of communicating or exchanging information. Earlier on in the lesson, you studied how people communicate orally or by way of using the mouth to exchange information. What then is written communication? Written communication refers to any form of interactive communication that uses written words to convey or give out a message. Interactive refers to two or more people communicating with each other.

The importance of written communication in business covers the following;

1. It always creates a permanent record which is reliable
This means that since it is written you can still retrieve or get the same information.

2. It stores information for future reference
Since it is recorded you can retrieve it or get the information to confirm something had happened already.

3. It can promote or help learning
It helps you write well because your previous work may have not been written well. Some information may have become outdated so you need to do research to write better information for people to read. This helps you to learn.

4. Provokes or encourages critical thinking
It makes you think again of what you are writing so that you give the correct information to people.

5. It expresses who you are as a person
The way you structure your information can tell readers your personality. That is, whether you are a good, or bad person or a shy or aggressive person.

Activity 3.3:   Complete the activity given below.

1. What is written communication?
_____

2. List the five importance of written communication in business.
(a) _____
(b) _____
(c) _____
(d) _____
(e) _____

Types of Written Communication used in Business

There are certain ways that businesses can inform its partners and clients. Following are the different ways written communication is applied.

1. Correspondence

What is correspondence? Correspondence refers to written communication by way of using hands to write or type information. Correspondence in business includes emails, memos short for memorandum and letters. They are essential for the day-to-day communication in the business.

2. Report

A report refers to written information about something that has happened. Through reports, businesses share information needed making quality decisions and improving their performances.

3. Proposal

A proposal refers to written formal suggestions. The business presents its written plans to meet its business requirements.

4. Written Instructions

Written instructions refer to written statements of what must be done, especially delivered by a higher authority. Authority refers to having power to control, direct and manage others. Instructions are also given orally. Businesses produce the written policies to guide them to achieve the goals of their businesses.

5. Business Documents

Business documents refer to information on paper showing the types of goods and services bought and sold by a business. The table below shows types of source documents produced between buyers and the sellers when goods and services are bought.

BUSINESS DOCUMENTS

1. Letter of Enquiry	- Letter of enquiry is a written document enquiring about the goods available for sale. It is sent to a number of suppliers.
(b) Quotation and Price List	- This document is sent by the supplier to the customer when the supplier receives the letter of enquiry. It contains; a description and prices of the goods, delivery dates, charges, any discounts and details of payment.
(c) Order Form	- This document is filled out to buy goods. It contains; the order number, the quantity and description of the goods, price of goods from the quotation or price list, the suppliers reference number or catalogue number of the goods, any delivery instructions, delivery date, the terms of payment- that is how payment should be made and when.
(d) Delivery Note	- This document has a list of goods which have been delivered. It is important that the buyer checks that all the goods listed on the delivery note have actually been delivered. The buyer will sign a duplicate copy and keep one for the business. This will serve as a proof that the goods have been delivered without damages as listed on the delivery note.

(e) Consignment Note	- This document is used when goods are not delivered by the supplier, but by an outside freighting company. The buyer must sign a copy of the consignment note as a proof that the goods have been delivered safely.
(f) Invoice	- This document is used to give full details of the amount of money owed for the goods supplied. It shows the following; names and addresses of the buyers and sellers, invoice number, date, quantity, description and price of goods and terms of settlement.
(g) Receipt	- A document which is issued by the seller to the buyer for the payments received.
(h) Statement of Account	- This document is used in credit transactions. It is usually sent out at the end of each month from the seller to the buyer. It lists all the transactions which took place during the month. This document shows the following; the opening balance, or the amount of money owed at the start of the month, totals for the invoices of the goods purchased during the month, payments made for goods purchased shown under the credit column, credit notes issued and any discount allowed and the closing balance.

Activity 3.4:   Complete the activity given below.

List the five (5) different ways of how written communication is used in business.

(a) _____   (d) _____

(b) _____   (e) _____

(c) _____

The Difference between Spoken and Written Communication

Spoken communication is to do with the word of mouth which brings out messages in the form of the voice for the receiver to hear while the written communication is to do with writing out the message for the receiver to read.

Now, look below to see the difference between oral and written communication.

DIFFERENCE BETWEEN ORAL AND WRITTEN COMMUNICATION

ORAL COMMUNICATION	WRITTEN COMMUNICATION
Speaking	**Writing**
Is quick	Permits revision before sending the message out
Permits instant feedback	Covers distance
Permits immediate response to feedback	Is still there in the future and response is given when asked
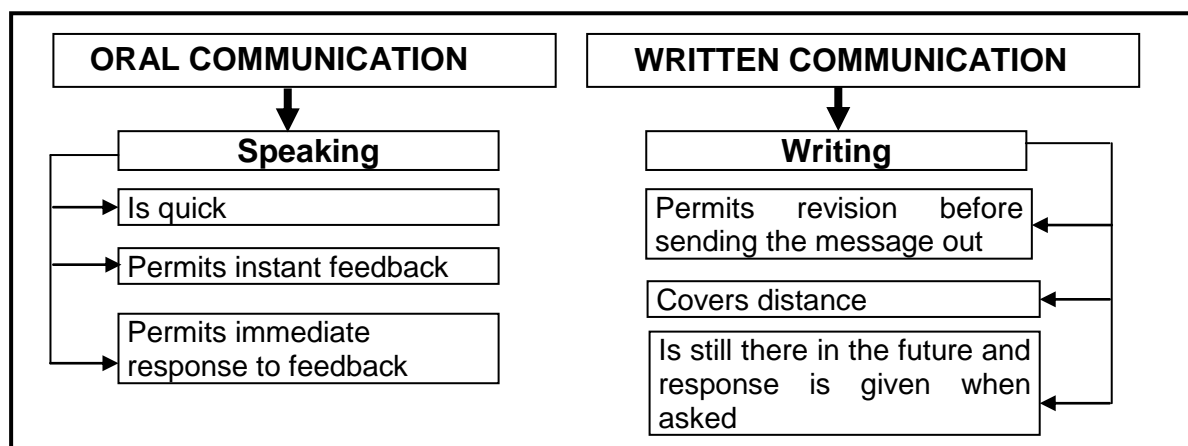
Source: Internet-2013.

Summary:

You have come to the end of Lesson 3. In this lesson you, learnt that;

- Oral communication refers to spoken communication by way of using the mouth.
- Written communication refers to any form of interactive communication that uses written words to convey or give out a message.
- There are three types of oral communication;
  1. Face to face
  2. Telephone and mobile phones and
  3. Two-way radio.
- There are five importance of written communication in business.
  (a) Always creates a permanent record which is reliable.
  (b) Stores information for future references
  (c) It can promote or help learning
  (d) Provokes or encourages critical thinking
  (e) It expresses who you are as a person
- Though oral communication is fast some important details may be left out. Unlike written communication all details will be fully given.

NOW DO PRACTICE EXERCISE 3 ON THE NEXT PAGE

Practice Exercise 3

1. Fill in the table by listing and explaining the various face to face communications.

Face To Face Communication	Explaining

2. Fill the gaps in the following passage with an appropriate word from the list given below.

oral   **communication**   **exchange**
written   **information**   **sender**
receiver   **effective**   **permit**

 Communication is _____ if the _____ gives a clear message to the _____. The Receiver understands a set of _____ and responds with the expected outcome from the message sent. Both the _____ and the _____ communication must be correctly addressed in the business environment in order to _____ information to flow smoothly and the business to progress as expected.

3. Explain the difference between the oral and written communication.

_____

_____

_____

4. List the eight types of business documents used by buyers and sellers when buying and selling goods and services.
 (a) _____   (d) _____   (f) _____
 (b)_____   (e) _____   (g) _____
 (c)_____

CHECK YOUR ANSWERS AT THE END OF TOPIC 1

Lesson 4:   Business Communication Skills

Introduction:
Welcome to Lesson 4. In the previous lesson you learnt about oral and written communication. In this lesson you will learn about business communication skills and its importance in the business.

Your Aims:
- Explain business communication skills and its importance to business
- Identify oral communication skills needed in business
- Identify written communication skills needed in business

Business Communication Skills and its Importance in Business
Businesses whether big or small must exercise or apply the basic business communication skills. All persons must possess these skills to help the business progress. Lack of essential communication skills may hinder or slow the growth of businesses.

What then is business communication skills?

Business communication skills refer to the technique of speaking, listening and writing to communicate with others in the business environment.

Now, let us go through the communication skills that people in the business environment should possess.

BUSINESS COMMUNICATION SKILLS

Business Communication Skills	Explanation
1. Clarity of purpose	The purpose of the message sent must be made clear and known to the receiver.
2. Shared Activity	All involved in the business must know that they are either directly or indirectly part of the effective communication process in the business. Intended or expected results are achieved if all people communicate well.
3. Common set of symbols	The common set of symbols refers to the appropriate way in which the sender sends messages and the receiver receives them. Messages may be sent either orally or by writing. For instance, businesses exchange messages by way of talking or writing to the receiver. They do not act out or mime information. Mime refers doing an action without talking.

4. Focus on the need of the receiver	The sender should keep in mind the need of the person receiving the message.
5. Active Listening	Both the sender and the receiver of the information must listen carefully to respond to each other correctly. Whether it is talking face to face or by phone.
6. Controlling Emotions	Superiors must treat their subordinates well so that all can work to reach the desired goals. If there is a problem then this should be sorted out in a professional manner other than fighting or gossiping and ignoring each other. Communicate responsibly by contolling anger, frustrating, and fear.
7. Politeness	Everyone should talk to each other politely. The tone of voice should be kind and understanding from the managers to the workers.
8. Eliminate noise	When talking on devices such as telephones, mobile phones, ipods or ipads there should not be any disturbances to transmitting messages through these devices as it makes it impossible for communication to take place. Ensure connections of wirings are maintained.
9. Clarity Assumptions	The sender must not send a message that the receiver will assume on. They must make sure the message is clear and straight forward for the receiver to understand and take the correct action.
10. Avoid connotations and ambiguity	Connotations and ambiguity refer to a word with double meaning. The sender of the message must send messages that are straight forward. Otherwise the receiver might do something more or less than what is expected.
11. Socio-psychological aspect	Socio-psychological aspect refers to the culture and lifestyles of people. The sender and the receiver must understand each other's culture and lifestyle. For example, the dialect or spoken words of the sender on the phones may not be clearly understood by the receiver. This slows down communication.
12. Completeness	Messages sent must have all necessary details including facts and figures and must be well presented. Otherwise the expected feedback will not be received.
13. Conciseness	The sender of the message must get straight to the point. This means he must be concise. If he is talking about his business it must be the business and nothing more than that.

With this is mind you can create effective communication in your business whether orally or by way of writing.

The importance of business communication skills is that it helps businesses to gain customers trust and confidence. When business ensures that businesses communication skills are applied, there will be professionalism in its dealings, the business progresses well. Professionalism refers to the learnt skills applied by individuals to their duties in the workplace.

Activity 4.1:   Complete the activity given below.

1. Define business communication skills.

---

2. State the importance of applying business communication in the workplace.

Oral Communication Skills needed in Business

As mentioned in Lesson 3, oral communication refers to spoken communication by way of using the mouth or reading written information.

In today's world, the emergence or development of different forms of media has led to the communication process taking place through different channels like telephones, teleconferences, and video conferences. Earlier, face to face meetings and speeches were the only forms of communication. Understanding and incorporating or allowing different workplace communication skills has become highly important to business success. Effective listening in the workplace is as important as conveying your thoughts while speaking. Convey means show, tell or transfer information.

Let us now look at the oral communication skills you need to develop for communication to be effective. It is spoken language, reading, interpreting correspondence, spoken language through telephones and presenting information through the media like television and radio.

The oral communication skills include:

1. Pronounce the words clearly
The need to repeat a particular word or sentence can affect the flow of presentation. If words are not pronounced well the receivers will not understand what is intended for them.

2. Emphasise the importance of a particular thought
Emphasise means stressing a point or word for all to be aware of. Words have to be pronounced by changing the tone or sound of the voice. If the message is important the sender might raise his or her voice.

3. Avoid fillers while speaking
Fillers refer to the sound made whilst speaking. For instance, 'um' or 'ah'.

4. Avoid interrupting the speaker
It is bad communication if the speaker is interrupted during the face-to face communication process.

5. Careful listening
Careful listening will help the listener to respond properly and correctly as well.

6. Always make contact with the listener
You make contact with the listeners, you do not loose his or her attention.

7. Ask questions
Questions must be asked to obtain information on the important aspect or point of the speech.

8. Ensure communication is understood
The speaker must pause and check that the message is understood before he/she carries on.

9. Read the body language
The body language of a person is considered as important as the spoken words. The body language of the speaker has a great impact on the listeners. This is because it gives them an idea or indication of the direction in which the communication process is heading. The listener either gets a positive or a negative feedback from the body language of the speaker.

Taking note of these skills will enable you to communicate well orally to others in the business environment.

Activity 4.2: Complete the activities given below.

1. Define correspondence.
_____

2. Why is listening important?
_____

3. List the skills that are important in oral communication in business.

1. _____   6. _____
2. _____   7. _____
3. _____   8. _____
4. _____   9. _____
5. _____

Written Communication Skills needed in Business

Written communication is very important when informing business partners and clients about important business matter. Since you are not talking face-to-face, you must present very clearly what you intend the receiver to do.
Let us look at written communication skills you need to develop for effective communication. It may be writing letters, taking notes or presenting information through the media like the newspaper articles and writing emails.

1. Pay close attention to context

When responding to messages, carefully read through previous conversation to make sure your response is relevant and answering all questions asked.

2. Keep the Language simple

Avoid ambiguous or double meaning words. This causes misinterpretation and also other problems may likely to occur. Abbreviation and slangs are also easily misinterpreted and should be avoided. For instance, write the full word, 'education network', instead of 'edu net'.

3. Use short sentence

Using long sentences make it easier for the reader to lose track of the message. Make your sentences short to get the ideas clearly across to the audience.

4. Break-up the paragraph

The receiver of the message will not catch the point quickly if the message has big blocks of paragraphs. To be sure your whole message is read and understood, break it up into shorter paragraphs, be sure it is organised well and follows a logical sequence.

5. Do not rely on your computer to correct mistakes

If you are typing information using computers, mobile phones or laptops to send electronic mails (emails) do your best to correct your own errors. This is because the software tool called spelling and grammar can spell words in the wrong context or idea.

6. Encourage feedback

Make it clear that feedback is always appreciated. If working on a big document, update the written materials by making changes where possible to ensure the same misunderstanding does not happen again.

7. Read messages out loud

To make sure what you have written makes sense, read out loud the messages to yourself. Consider revising sections that are difficult to read. Before sending an important email or letter, have someone else read through what you have written.

Clear written communication skills will benefit you in all aspects of your job, speeding up processes minimizing or lessens problems and building strong work relations.

Activity 4.3: Complete the activity given below.

List the seven (7) skills for written communication in business

1. _____
2. _____
3. _____
4. _____

5. _____
6. _____
7._____

Summary:

You have come to the end of Lesson 4. In this lesson you learnt that;

- Businesses whether big or small must exercise or apply the basic business communication skills in their organisations.
- Business communication skills refer to the technique of speaking, listening and writing to communicate with others in the business.
- Business communication skills that everyone in the business environment should be familiar with are;

  1. Clarity of purpose
  2. Shared Activity
  3. Common set of symbols
  4. Focus on the need of the receiver
  5. Active Listening
  6. Controlling Emotions
  7. Politeness
  8. Eliminate noise
  9. Clarity Assumptions
  10. Avoid connotations and ambiguity
  11. Socio-psychological aspect
  12. Completeness
  13. Conciseness

- Clear written communication skills will benefit you in all aspects of your job, speeding up processes minimizing or lessening problems and building strong work relations.

NOW DO PRACTICE EXERCISE 4 ON THE NEXT PAGE

Practice Exercise 4

From the passage given, identify and write down the correct explanation on the ten (10) business communication skills.

Noblet Entreprise Limited planned for its annual general meeting at the Hideaway Hotel in Port Moresby. Its aims for the meeting is to inform its shareholders of the business's profit earned that year. It will also discuss more on increasing the profit earning avenues of the business. The meeting will be held for two days. All the members have been asked to make their own bookings at the hotel. One example has been done for you.

Business Communication Skills	Explanation of skills in the passage
1. Clarity of purpose	*Inform members through meeting on it's profit earned by the business, NobletEnterprise.*
2. Shared Activity	
3. Common set of symbols	
4. Focus on the need of the receiver	
5. Active Listening	
6. Controlling Emotions	
7. Politeness	
8. Eliminate noise	
9. Clarity Assumptions	

10. Avoid connotations and ambiguity	

CHECK YOUR ANSWERS AT THE END OF TOPIC 1

Lesson 5: Barriers to Effective Business Communication

Introduction:
Welcome to Lesson 5. In the previous lesson you learnt about how you can talk or respond to people in the business environment. In this lesson you will learn about barriers to effective communication. You will learn more about factors or things that make it difficult for effective communication to take place in the business environment.

Your Aims:
- Define barrier
- Identify barriers to business communication

What is a Barrier?

Business communication as we have studied in the last lesson is very important. It helps the business become successful when all skills are put into practice.

What is a barrier?

A barrier refers to something that obstructs or disturbs the flow or movement of things like information.

Businesses must know the barriers to effective communication. They may have the best facilities for communicating like mobile phones and internet access but if there are barriers then communication becomes meaningless or difficult.

Activity 5.1:   Complete the activity given below.

Define barrier _____

Barriers to Effective Communication

Communication is the key factor in the success of any organisation. When it comes to effective communication, there are certain barriers that organisations face. People often feel that communication is as easy and simple as it sounds. It could be, but what makes it complex, difficult or frustrating are the barriers.

Communication is not always effective in organisations. Sometimes things can go wrong. Communication can be affected either at the time of sending or receiving messages. Both these stages are important. If sending is done correctly then part of the problem is solved. However, sometimes, the problem may exist at the time of receiving the message. Messages can be altered by outside interferences or disturbances. Alter means change from its original meaning. These interferences can come from a number of sources. No matter how good the communication system in an organisation is, unfortunately barriers can and do often occur. Barriers in communication can result from various sources, it is essential to know what they are.

Now, read below to find out what these sources of barriers are.

1. People

There are some people-factors which act as barriers to communication.

People factor.
Source: Internet-2015.

Attitudes, racial and cultural differences and even bureaucracy (pronounced as biu-ro-cre-si) in the organisation all act as communication barriers. Bureaucracy refers to the government systems. It can also mean the structure of an organisation and its different layers of management.

The picture on the right shows two members of the parliament talking. Though they have cultural differences they must communicate on government issues for the good of the people of Papua New Guinea and not only for the people they are culturally linked to.

(a) People's attitudes

People's attitudes and behaviours play a big part in the communication process. Some people naturally have attitude problems. People with attitude problems do not communicate well. Likewise, rude people will lack politeness and good manners. Others may have short temper and become frustrated quickly. Such attitudes do not promote open and fruitful communication. For example, a rude person when answering calls will not follow the telephone manners or etiquette.

(b) Racial Difference

Racial differences are not as common as they were some time ago. In the past people of different races never tolerated each other. Tolerate means to allow or accept something or someone. This was experienced in many countries including Papua New Guinea. However, today this is not such a big problem as it used to be. Yet, there are times when racial differences do affect communication. Racial differences do not help the communication process if there is no tolerance.

(c) Cross cultural communication

Cross cultural communication involves people of different cultural backgrounds communicating. Cultural difference is common in, Papua New Guinea. This is due to the vast number languages and their cultures. In such societies, communication can become difficult if people do not respect or understand others cultures. The lack of cultural knowledge can be a big problem as people become closely attached to their cultures. When we fail to understand other cultures, communication is affected. Even though many people in the country are educated they still have strong attachment to their cultures. This makes communication difficult at times. For example, in some cultures, it is forbidden for a man to stare at females when talking to them. They must keep a reasonable distance when communicating. Such practices can lead to conflicts when when people do not understand cultural differences. Cross cultural communication also includes barriers due to gender differences. Gender refers to somebody's sex, which is either male or female.

(d) The personal Style

The personal style of a person can create problems between co-workers. It can also create problems between the worker and the manager. A common problem is seen in the form of what is called 'empire building'. This means trying to get more people and sections of the organisation under personal control. Such practices can threaten the authority of the real managers. This can lead to jealousy, suspicion and division among staff. The best way to prevent empire building and other related problems is to keep communication channels open as much as possible.

Activity 5.2:   Complete the activity given below.

Explain how people are a barrier to communication. Write three (3) sentences.

2. Language

The language used in oral and written communication methods is very important. Language includes both the actual words as well as the style of language. The sender must take into account an appropriate language style when sending a message. This is the crucial stage. The level as well as the style of language must be appropriate enough for the receiver. If the receiver can receive the message then we can say that communication was successful. Sometimes senders send messages using inappropriate language styles. For example, some people use complicated English words like texture instead of colour causing the receiver to find it hard to understand the meaning. There is nothing wrong with that except that such language standards must be used where and when it is suitable. Otherwise, the receiver will be frustrated when the receiving process becomes difficult.

Any business communication should be based on simple and clear language. The language used must be one that is common to both the sender and the receiver. The use of offensive language should also be avoided completely. It is true that some managers try to use either offensive language or inappropriate language on their workers. This discourages the workers and may sometimes lead to poor performance at work.

Language usage is also influenced by our dialects. Particularly in using the English language we can clearly work out where a speaker is from judging from the way they are speaking. If we allow ourselves to pay more attention to the way a speaker is speaking, then certainly communication will not become effective. Instead, we should be more interested in the message transmitted.
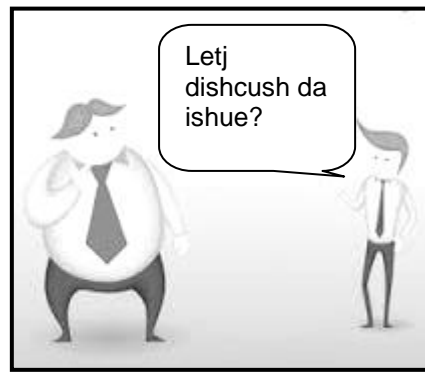
Image showing what happens when someone though communicates in English is speaking his dialect. The smaller person is actually saying 'let's discuss the issue'.
Source: Internet-2013.

All languages have rules. Languages also have an approved structure and pattern. Even the grammar used requires close attention. These language requirements become very important when communicating using the English language. Since English is the official language of business in our country we must have a good command of this language in order to communicate effectively. Sometimes communication problems arise because of the poor use of the English language.

Activity 5.3: Complete the activity given below.

Explain in two (2) sentences how language becomes a barrier to communication.

---

3. Interpreting Body Language, Attitudes and Emotions
Listening is a skill in good communication. It is true that many people tend to talk more than listening. One good rule of communication is effective listening. We should listen twice as much as we talk. Effective listening means paying attention to another person when in a conversation. Many of us become impatient when someone talks for too long. Sometimes it is necessary to get impatient if the speaker becomes too dominating in the conversation. But as a sign of respect we should always listen attentively and wait patiently for our turn. If you listen attentively you will also pick up useful body languages.

When talking to someone pay attention to the listener's body language. Body languages indicate attitudes, emotions and the mood of the listener. Being observant you can ensure communication is effective dealing with such body languages.
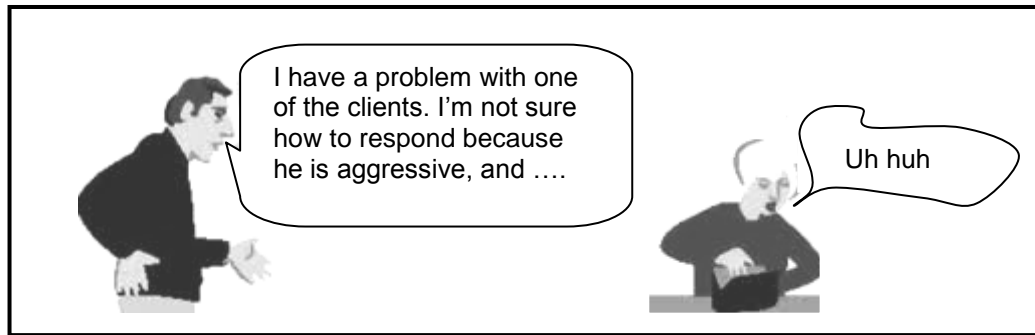
The image shows a barrier of ineffective listening. The person listening is her body language.
Source: Internet-2013.

4. Technology

Technology, communication tools, communication processes, and even physical operating space are important in the communication process. Technology refers to study, development and application or use of devices, machines for manufacturing and productive processes. For example, computer and printers.

Communication flows well if appropriate structures and technology are in place. For example, computer technology like internet access and electronic mails (emails) has made communication very effective. This technology has greatly helped the communication process. It even speeds up the communication process. However, communication can also be greatly affected if there are problems with these devices.

The photograph above shows a telecommunication worker installing a transmitter that will help people in this area to call others from around the neighbouring areas and also throughout Papua New Guinea.
Source: Interne-2013t.

Advertisement showing latest development in mobile phone devices. Source: Internet-2013.

Rules for Effective Communication

There are many useful tips that can be applied to achieve effective communication. Effective communication is a result of people contributing their efforts. It does not come by easily. In any organisation those who communicate effectively often become successful. They get things done as expected and gain the attention of their superiors. These sorts of workers get promoted quickly. In business, good communication can lead to increase sales and higher profits. This is because good communicators attract customers to their business.

Good communication skills will also help avoid misunderstanding. Misunderstanding is a common problem faced in communication. It is also referred to as a communication barrier. Barriers to communication must be addressed carefully by businesses to ensure they progress well.

Summary:

You have come to the end of Lesson 5. In this lesson, you learnt that;

- Barriers to effective communication refers to something that obstructs or disturbs the flow or movement of information.
- Communication can be affected either at the time of sending or receiving the message.
- Messages can be spoilt by outside interferences.
- There are sources of barriers that businesses must take note of. They are;
  i. People   iii. Interpreting body language and emotions
  ii. Language   iv. Technologies
- Technology, communication tools, communication processes and physical operating space are important in the communication process.
- Communication is the key factor in the success of any organisation.

NOW DO PRACTICE EXERCISE 5 ON THE NEXT PAGE

Practice Exercise 5

1. Define

(a) Bureaucracy _____

(b)Technology_____

2. Explain 'effective listening' in your own words.

3. Fill in the table by listing the four (4) barriers to effective communication and explain what they are.

Barriers to effective communication	Explanation
1.	
2.	
3.	
4.	

4. Explain how technology helps in business communication.

5. Fill in the missing blanks with the correct words in bold print given below.

barriers, effective, communication, problems, technology, organisations, business, sender, receiver, flows, easy, difficult, information, succeed.

Communication in _____ whether _____ or others must be _____. _____arise when there are _____. For the business to have effective _____ it has to know how to deal with the barriers it comes across.

As the _____ of information it must ensure that information _____ smoothly without any _____. One way it can encourage a more effective communication is improve its _____. In the modern world of businesses need _____ to flow quickly. When this happens the business is likely to succeed.

CHECK YOUR ANSWERS AT THE END OF TOPIC 1 ON PAGE 67

Lesson 6:   The Postal Services

Introduction:
Welcome to Lesson 6. In the previous lesson you learnt about factors or things that make communication difficult in a business. In this lesson you will learn about Postal Services and their importance. Furthermore, you will learn about their advantages and disadvantages.

Your Aims:
- Define postal services and the importance
- Identify the services provided by the Postal Office
- Identify and discuss the advantages and disadvantages of the postal services

What is a Postal Service?

As we have seen in the previous lessons, there are many ways that businesses can send information. One way is by posting through the Post Office.

Can you explain postal services and what are their importance?

Postal Services refer to mail delivery services. Businesses pay organisations that provide postal services to deliver the mails that they themselves cannot deliver. What is mail? Mail refers to the letters, cards and packages that are handled and distributed through a postal system.

The postal service delivers mail by air, land and sea. In Papua New Guinea the government through Post PNG provides cheaper postal services to the people and this includes sending of money. Nearly all major centres in Papua New Guinea like Port Moresby, Lae, and Madang have post offices. There are private organisations that provide mail delivery services especially for packages that are very big. For instance, TNT and DHL. The importance of postal service is it arranges for mail to be sent throughout Papua New Guinea and overseas.
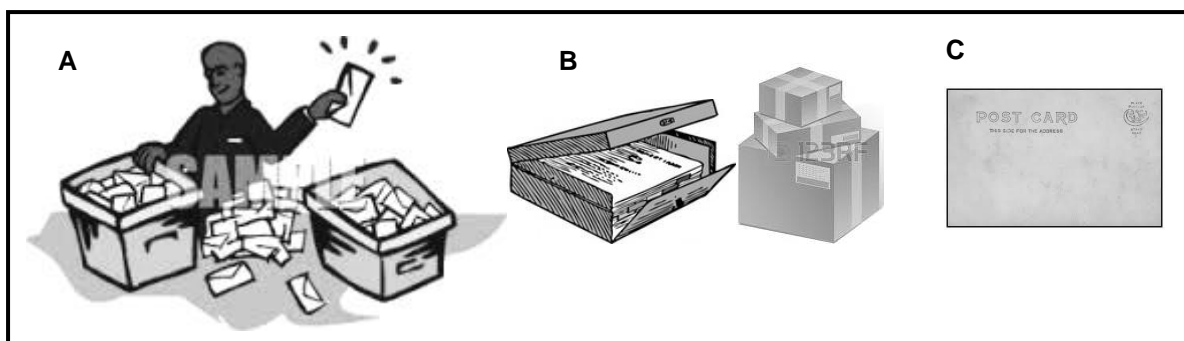
The postal services provided at the postal office; (a) Letters, (b) packages and (c) postcards.
Source: Internet- 2013.

Activity 6.1:   Complete the activity given below.

Define
(a) Postal Services _____
(b) Mail _____
(c) State the importance of postal services.

Services provided by the Postal Office

As mentioned above mail is delivered by Post PNG in our country Papua New Guinea. The following are the services provided.

1. Mailing Services
Mail covers the following items, letters, packets, parcels and aerogramme.

(i) *Letter*
This includes letters, letter cards and postcards weighing not more than 500 grams.

(ii) Packet
This is any article not more than 500 grams in weight. This could be small books, large letters or small parcels.

(iii) Parcel
This is any article over 500 grams but not more than 30 kilograms. Some countries however will only accept parcels weighing 20 kilograms or less. You should check with the post office before sending a parcel overseas. A parcel may not be more than 1.05 metres long. It may not measure more than 2 metres around the outside.

(iv) Aerogramme
This is made of a special type of lightweight paper. After it is written on, it can be folded to the size of an envelope and stuck down nothing may be included inside. The stamp is printed on the front of the aerogramme and it can be sent anywhere overseas for the same standard price.

2. Express Mail Service (EMS)
Express mail services is used for sending urgent messages, business documents and other time sensitive items within PNG. Your express mail will be recorded from the time the post office accepts it to its delivery to the person receiving the mail. Your mail will be delivered the next day to the receiver.

Those sending their urgent mails overseas can use the International Mail Express available at the post office.

3. Salim Moni Kwik Service (SMK)
This is a very fast and safe way to transfer money through the post office. If you want to send money, you must first inform that person when the money is to be sent, and to which post office. You then go to your post office and pay the amount of money that will be transferred. You must inform them of the post office you are sending the money and the name and address of the person who will receive the money. The post office should give you a receipt. They will send this information by

telex or fax to the other post office. The person waiting for this money should receive it once he or she provides proof of their identity.

4. Postal Orders Service
Postal orders are one way of sending money by post just like salim moni quick. Cash should never be sent by post because if it is lost, there is no way of recovering the loss. Cheques may be sent by post, but they should be crossed. This is to stop someone getting the money from the cheque. Postal order is a better and safer way to send money to someone who does not have an account.

You can hand the money to the postal worker to prepare a postal order. Once a postal order is made out it will be mailed to the recipient at the other end. You will be provided a butt or stub, similar to a cheque butt, as a proof that you have sent some money using a postal order. This butt should be kept in a safe place in case the postal order is stolen or lost along the way.

5. Kwik Pisa leta Services
The kwik Pisa Leta or postfix services enable facsimiles-exact copies-of the documents to be sent immediately from one place to another. This is done by means of a facsimile-fax-machine. A facsimile machine is a specially adapted photocopier. It can send a copy of a document it makes to another machine in another place.
A copy produced on a fax machine in Goroka, for example, will be received in Port Moresby, or Australia, at almost the same time it is being sent.

Facsimile machines are now being used by all large organisations for sending copies of letters and documents. Anyone may use the post fax service which is available in most post offices in the country. You can send a fax to another post office and then that post office will send the letter or document to the address you give them. Or the post office will fax a message directly to a person or business with a facsimile machine. The fees payable depend on whether you are sending a message within Papua New Guinea or overseas.

6. Business Reply Post
Some businesses print special cards or envelops to encourage the public to buy their products. These cards or envelopes can be used to order goods or services, or send information. No postage stamp is required, because the postage will be paid by the business. The business also pays an additional fee to use, this service. By paying the return postage, the business hopes that more people will know about what it does.

7. Post Office Box Service
Anybody may rent a box at a post office in order to receive mail. The rent payable will depend on whether it is a small, medium or large box. Once you have a box number, mail addressed to you will be placed inside the box. You can open this box at any time in order to collect your mail. It does not matter whether or not the post office is open or shut.

POST OFFICE BOXES

Source: Internet-2013.

8. Private Mail Bag Service
Large organisations use this service. This post office puts mail into a private mail bag. This bag is then collected each day by an authorised officer. Organisations which use a private mail bag will have PMB in their postal address.

9. Philatelic Services
Philately means collecting postage stamps. Philatelic services are concerned with supplying stamps to stamp collectors. The post office makes quite a lot of money selling stamps to collectors, not only in this country, but throughout the world. Papua New Guinea is famous for its interesting and colourful stamps.

10. Articles for the blind Service
This service is provided by Post PNG for posting articles for the blind. The articles must be endorsed 'Articles for the blind or 'Blind Literature'.

11. Charge Account Services
Bulk mailers who may want to use this MAIL-NOW-PAY-LATER arrangement may file their applications with their local post office. A maximum set value is allowed for mail on credit.

12. Restricted Delivery of Mail Service
The sender of registered or express mail must restrict or stop its delivery upon payment of the prescribed or set fees. Such mail shall be marked 'Delivery to Addressee only'.

13. Box Advertising Services
Box Advertising Services are used for unaddressed advertising mail services which is available in all Post offices. You get best advertising mileage for your products and services at the least cost. Mileage refers to distance taken to send something. You can send your brochures, flyers, catalogues including product samples to your customers in specific areas of the country. Moreover, you can send announcements, public notices, important items and research or survey questionnaires which they will deliver at the door step.

14. Franking Machine Services
Franking machine is an alternative for stamps and provides improved accountability for postage. This means it charges you the accurate price for the correct weight of the mail. Machines are reset by the Post Office, or by a removable electronic module.

Activity 6.2:   Complete the activities given below.

1. Define mileage. _____

2. List the four types of mail?
(a) _____   (c) _____
(b) _____   (d) _____

Advantages and disadvantages of Postal Services

There are advantages and disadvantages to postal services that you must be aware of.

Advantages of Postal Services
Post PNG provides a variety of postal services to the public. It provides both national and international postal services.

Sending things over long distances by land, sea or air will save your business half the cost since Post PNG will pay for the cost of the distance, the items are sent by and to the receiver. Fast service like the express mail is available to send your items quickly. You can also send money to other people with no account or banking services through its Salim Moni Kwik services and Postal order services.

Disadvantages of Postal Services
Sometimes registered articles are often lost and never reach the destination. Registered articles or mail refer to mail that have been paid for and the receipt given by the post office to the sender. The receiver is also given the receipt number however does not get it.

Sometimes mail never reach their destination because they have been poorly packed or not addressed well. The workers at the post office when trying to sort out these types of mail forget thus it gets spoilt and is thrown away. Sometimes workers may steal them. This also happens for money that is sent by post. The workers may steal the money.

Airmail is a much quicker way to send mail however it is expensive. Sea mail are cheaper however takes longer to reach the destination on time.

Activity 6.3:   Complete the activities given below.

1. Explain what a registered mail is.
_____

2. What do these initials stand for?
(a) EMS _____
(b) SMK _____

Summary:

You have come to the end of Lesson 6. In this lesson you learnt that;

- Postal services arrange for mail to be sent throughout PNG and overseas. Mail may be sent by air mail, surface mail or sea mail.
- There are different types of mail sent such as; letters, packets, parcels and aerogramme.
- There are now more improved services that are provided by Post PNG than before. They are as follows;

1. mailing	8. private mail bag
2. express mail	9. philatelic
3. salim moni kwik	10. articles for the blind
4. postal orders	11. charges account
5. kwik pisa leta	12. restricted delivery of mail
6. business reply post	13. box advertising
7. post office box	14. franking machine

- Many items of mail never reach their destination because of poor packaging or addresses. Address your mail fully and clearly.
- Anybody may rent a box at a post office in order to receive mail.
- Large organisations use Private Mailbag service. The post office puts mail into a private mail bag for clients to collect.
- Philately means collecting postage stamps. Philatelic services are concerned with supplying stamps to stamp collectors.

NOW DO PRACTICE EXERCISE 6 ON THE NEXT PAGE

Practice Exercise 6

1. Define philately.

_____

2. Fill in the table by listing the advantages and disadvantages of the postal services.

Advantages	Disadvantages
1.	1.
2.	2.
3.	3.

3. Fill in the table by listing and explaining the different types of services provided by the postal services.

Postal Services	Explanation

CHECK YOUR WORK. ANSWERS ARE AT THE END OF TOPIC 1

Lesson 7: Telecommunication Services

Introduction:

Welcome to Lesson 7. This is the last lesson for Topic 1. In the previous lesson you learnt about Postal Services. In this lesson you will learn about telecommunication services in business and their importance. You will also learn about the services that are provided through telecommunication.

Your Aims:

- Define telecommunication and its importance in business
- Identify the services provided by Telecommunication
- Discuss the advantages and the disadvantages of the telecommunication services

Telecommunication and its Importance

Telecommunication is very important for all businesses. Without telecommunication the business people will find it very difficult to do simple business task like checking on goods that have not been delivered to the business premises. How is that so? Say if your business is miles away from where you have ordered the goods, you will waste time as well as fuel to travel that distance just to check on the goods. Having good telecommunication will make it easier for you by simply calling them to have that particular order checked and the missing goods to be delivered to you.

What is Telecommunication?

Telecommunication is the transmission or airing of information by the encoder over a great distance using radio signals, electrical or optical lines. Telecommunication comes from the Greek word meaning "far off" and "information exchange". People are able to communicate over long distances whether it is within Papua New Guinea or overseas. Encoder refers to the person sending the information. Significant means important whilst optical refers to light that can be seen.

The importance of telecommunication is to exchange information quickly and on time. When telecommunication is effective, businesses are able to carry out their normal business. Telecommunication has improved rapidly overtime making communication very effective. For example, the introduction of mobile phones and access to internet services makes it easy for goods and services to be bought and sold.

Before we look at the telecommunication services let us do some exercise.

Turn to the next page to do the exercises given for the first activity for this lesson.

Activity 7.1:   Complete the activities given below.

1. Define
(a) Encoder _____
(b) Telecommunication _____
(c) Significant _____
(d) Visual _____

2. State the importance of telecommunication.

Telecommunication Services

The main telecommunication service provider in Papua New Guinea is Telikom PNG a government run entity or business. There are a number of services provided by Telikom PNG.

1. Telephone services
Telikom-PNG provides telephone services in this country. Anyone can have a phone installed as long as their application is approved and an installation fee is paid. Persons or organisations that request a phone installation will need to provide the necessary information on an application form. This will allow Telikom-PNG to include their addresses and names among the telephone subscribers in the telephone directory. Other people can call a telephone subscriber by referring to the telephone number provided in the telephone directory. Telikom-PNG always updates its telephone directory each year.

Below shows a telephone directory and the company that produces this directory.

The pictures above show (a) the telephone directory and (b) yellows pages logo. Source. Internet-2013.

People with private telephone lines receive a statement of account from Telikom-PNG each month. This bill represents the cost of calls made in a month and must be paid off. Long distance or trunk calls made during the day time are usually expensive. Apart from paying for the calls made there is also a monthly government tax and rental charge. These are extra charges that must be paid regardless of whether telephone calls were made or not.

There are different types of telephone calls that can be made.

 (a) Subscriber Trunk Dialling (STD)
Subscriber Trunk Dialling refers to calls you make within Papua New Guinea by dialing the number directly by yourself. These numbers are registered and recorded in the telephone directory or the yellow pages.

Now, look below to see the charges made using the land line or calling from the telephone.

TELEPHONE CALL CHARGES FROM FIXED LINE

Per Minute Rate

Calls from	Calling to		Peak (Mon-Fri) 8am-6pm		Off-Peak Mon-Fri) 6pm-8am.All day Sat & Sun	
		Calling zones	1st Min	2nd Min Onwards	1st Min	2nd Min Onwards
FIXED LINE	Fixed Line	Local	61t	1t	61t	1t
		National	K1.10	50t	85t	25t
	Citifon/FWP		70t	10t	70t	10t
	BMobile/Digicel		K1.10	50t	K1.50	10t

(b) International Direct Dialling (IDD)
International Direct Dialling refers to international calls you make by directly dialling the numbers yourself. These calls are made to overseas countries. These numbers are usually dialed directly by the caller. International call charges vary according to the country called. Countries of the world are placed under three different bands, band 1, band 2 and band 3. These bands are determined by their distance from Papua New Guinea. Most countries in the Pacific region are placed under band 1.

The normal cost per minute is different for different bands. In general, it is cheaper to make calls to countries in band 1 than those in band 3.

The table below gives the IDD call charges as charged by Telikom-PNG in 2014.

IDD CALL CHARGES	
Charge Band	Normal Cost per Minute
Band 1	K2.45
Band 2	K2.75
Band 3	K4.00

How to make IDD calls
Step 1:   Dial the International Access Code "00"
Step 2:   Dial the Country Code (check the relevant page in the telephone directory
                for information).
Step 3:   Dial the Area Code or Mobile Code (if applicable)
Step 4:   Dial the telephone/facsimile or mobile number

For example to call number 3456789, in Canberra (area code 2), in Australia (country code 61), you would dial;

International		Country access code		Area code		Telephone number
00	+	61	+	2	+	3456789

If you are doing business with partners from overseas then this information will help you speed up contacting them and getting the needed information for your business.

(c) Operator assisted calls
Operator assisted calls refers to calls that the operator at the telephone exchange helps to obtain for you. These are usually international calls that the operator assists you to get connected. Direct dialing is cheaper than operator assisted calls. But there are times when one has to go through the operator. That is the case if one rings from certain parts of the country that requires the assistance of the operator.

2. Mobile Phone Services
Mobile phone services have been introduced to Papua New Guinea only recently. But it has increased rapidly since 2006. The mobile phone market in the country is shared between "B" Mobile and Digicel PNG Ltd. "B" Mobile is owned by Pacific Mobile Communication Co, Ltd, a subsidiary or support service of Telikom PNG. Digicel is a foreign-owned company. Mobile phones are very handy today for many people and are widely used in the country. People can communicate using mobile phones anywhere where there is good network coverage. In the past people had to use fixed line telephones to communicate. Most fixed line phones are found in the urban centres. A mobile phone is not connected by any physical line as those of fixed telephone lines we find in offices, homes and public phone booths. It works through both the satellite as well as land based disc transmitters. You will see this on the next page.

Both mobile phone companies offer oral and written communication. Oral communication is widely used. People with mobile phones can communicate from different locations. Each call is charged according to the rates set by the respective phone companies. Mobile phone users can also send text messages which are short messages services (SMS) to another mobile phone. This service is cheaper than talking on the phone. It requires the user to enter short messages and send them to another mobile phone. Both mobile phone companies have their own rates for text messages.

In 2008 Digicel PNG and Telikom PNG signed an agreement to interconnect. This has now enabled users of "B" mobile and Digicel phones to communicate with each other. This has helped many people in the country, as they do not have to change their SIM cards when using their phone. In the past this was not possible. Different call rates apply whenever there is an interconnection between Digicel and "B" mobile.

The arrival of mobile phone technology has helped businesses in the country. This service allows users to call from anywhere in the country, and the world, and as they wish. As long as there are call credits, people can call at any time to another phone. Buyers can call sellers, and vice versa, at any time they choose. This helps to increase the level of business activities in the country.

Communicating on a mobile phone.
Source: Ms Rebitah Nahuet.

3. Other Services

Apart from telephone and mobile phone services, Telikom PNG also provides other telecommunication services such as;

(a) Vsat services

Vsat stands for 'very small aperture terminal'. The Vsat is used to communicate information through the satellite. It records data, voice and video signals. We connect to the outside world through the Vsat.

Look below, to see how the Vsat operates to collect information.
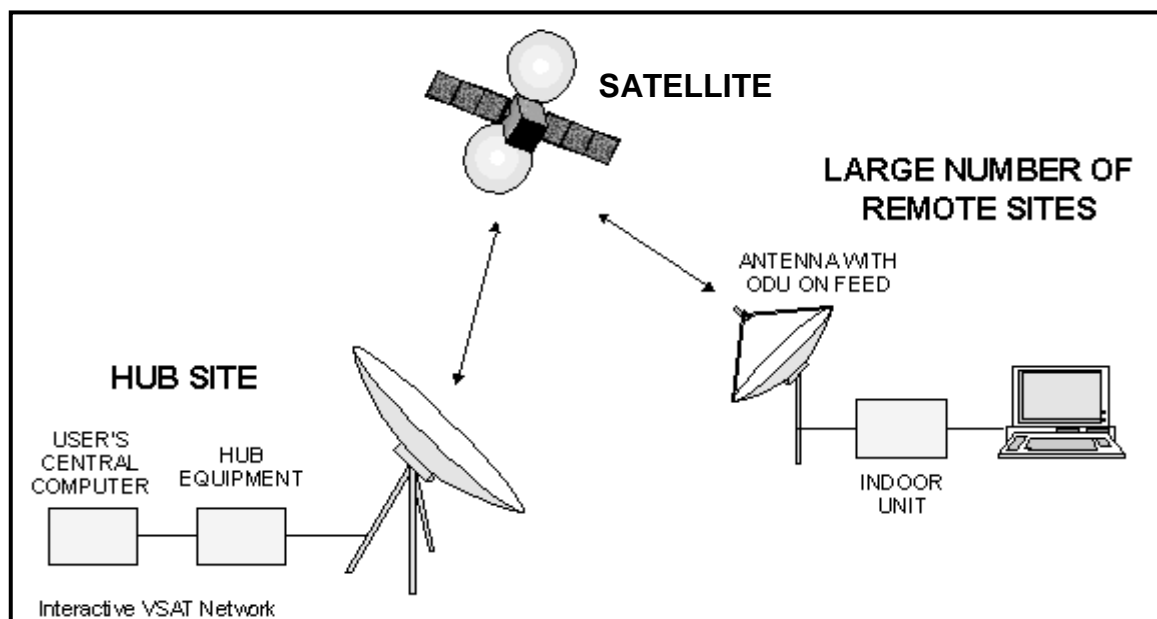
The diagram shows how the Vsat works to help communication flow around the world. Source: Internet-2013.

How the Vsat Operates

A Vsat consists of two parts, a transceiver that is placed outdoors in direct line of sight to the satellite and a device that is placed indoors to interface or connect the transceiver with the end user's communication device, such as a PC or computer. A transceiver refers to a device that receives and transmits data. The satellite sends and receives signals from a ground station computer that acts as a hub or centres of processing data for the system. The satellite sends and receives signals from a ground station computer that interconnect with the hub station via or through the satellite. The hub or center for processing data controls the entire operation of the network. For one end user to communicate with another, each transmission has to first go to the hub station then transmits it via the satellite to the other end users Vsat.

This is an actual Vsat that was installed by Telikom PNG in Aua village, Manus Province.

Accessing internet whether with laptops or computers is accessed through the Vsat.

Source: Internet-2013.

(b) Wireless Phones
Wireless phones are not connected to the land lines. You can use this phone to call people on their mobile phones either Bmobile or Digicel users. With the wireless phones you can carry them with you anywhere but ensure there are credits and that it is charged.

The above pictures shows a wireless phone.
Source: Internet-2013.

Activity 7.2:   Complete the activity given below.

1. List 3 telecommunication services provided by Telikom PNG Ltd

(a)_____ (b) _____ (c) _____

2. What do these initials mean?
(a) STD _____
(b) IDD _____

Advantages and Disadvantages of Telecommunication Services

Telecommunication does have its advantages and disadvantages.

Advantages of Telecommunication
- Communication is instant wherever you are
- It is a source of information to educate and inform us
- Assist in building economy and infrastructure
- Business can make known its products to the public through the use of services such as the internet.
- No need to travel and also saves time
- When time is saved cost of travelling is lowered which the business can use this money to expand its business activities.
- Enable a company to process transactions immediately from anywhere whether in Papua New Guinea or around the world.

Disadvantages of Telecommunication
- Geographical location of places due to high mountains and wide fast flowing rivers make it difficult for installation and connection of device or equipment for communication
- Access to communication failure means workers must be on site every day to ease the disruption
- Internet access is expensive

Summary:

You have come to the end of Lesson 7. In this lesson, you learnt that;

- Telecommunication is the transmission or airing of information by the encoder over a significant distance using radio signals, electrical or optical lines.
- Optical lines are lines that give off light.
- Encoder refers to the person sending the information and decoder refers to the person receiving the information.
- Importance of telecommunication is that it sends information quickly and on time .
- Telikom PNG a government business organisation is the main provider of telecommunication services in PNG.
- The services provided by telecommunication are telephone services, mobile services and others like Vsat for interact connection and wireless services.
- International Direct Dial (IDD) refers to calls made to overseas countries.
- Digicel PNG Ltd is a foreign company providing mobile phone and telecommunication services.
- Vsat stand for Very Small Aperture Terminal.

NOW DO PRACTICE EXERCISE 7 ON THE NEXT PAGE

Practice Exercise 7

1. Define the following words.
(a) Encoder _____
(b) Decoder _____
(c) Transceiver _____
(d) Interface _____

2. Explain the difference between STD and IDD?
_____
_____

3. What does Vsat stand for? _____

4. What are the two telecommunication companies that provide mobile phone andn telecommunication in Papua New Guinea?
(a) _____
(b) _____

5. In which year did Digicel PNG and Telikom PNG signed an agreement to interconnect?
_____

6. Fill in the table by listing the advantages and disadvantages of telecommunication.

Advantages	Disadvantages

CHECK YOUR ANSWERS AT THE END OF TOPIC 1 ON PAGE 67

ANSWERS TO

TOPIC 1

PRACTICE EXERCISES

Answers to Practice Exercise Lesson 1-7

Practice Exercise 1

1. *(a) Adapt refers to change and make suitable something.*

(b) Transmitter is a device or equipment which converts or changes messages or information into signals.
(c) Medium refers to the right passages or ways in which messages received by the transmitter are sent out.

2. *Verbal communication is the exchange of information by way of using word of mouth or reading written information.*

3. *The main purpose of traditional and modern communication is to pass on information.*

4. *Short Messaging Services.*

5. *The difference is verbal communication involves the use of the mouth to pass on information especially reading written messages, signs and symbols. Whilst non-verbal communication involves passing on of information by using body language, dressing and appearance or other actions.*

6.

Traditional instrument(s)	*Modern instrument(s)*
(a) Kundus, garamuts *(b) Conch shells, seeds and shell rattles*	*(a) Mobile phones , telephones, radios, televisions* *(b) computers, laptops, newspapers*

Practice Exercise 2

1.

Types of business communication	Explanation
In-person communication	It involves people facing each other and talking
Telephone	It involves using telephone to communicate to others
Email	It involves using a service called the internet through computers or laptops to pass on information.
Fax	The use of fax machines to send information from one location to the others.
Video Conference	The use of the internet service where people though miles apart or countries apart from each other's talk to each other via or through television.
Letter Writing	Writing letters to communicate with others.
Indirect communication	It involves information sent through the use of memos and publications or brochures. This is a document for other to be informed about something concerning the business which they can respond to later on.

2.   *VERTICAL COMMUNICATION*

1. Downward or top-Down Communication

Superior-Boss

Letters, notes, circulars, meetings

the direction of the flo... ...rmation

Subordinate- Workers

2. Upward or Bottom-up Communication

Superior-Boss

Reports on work done, suggestions

Subordinate- Workers
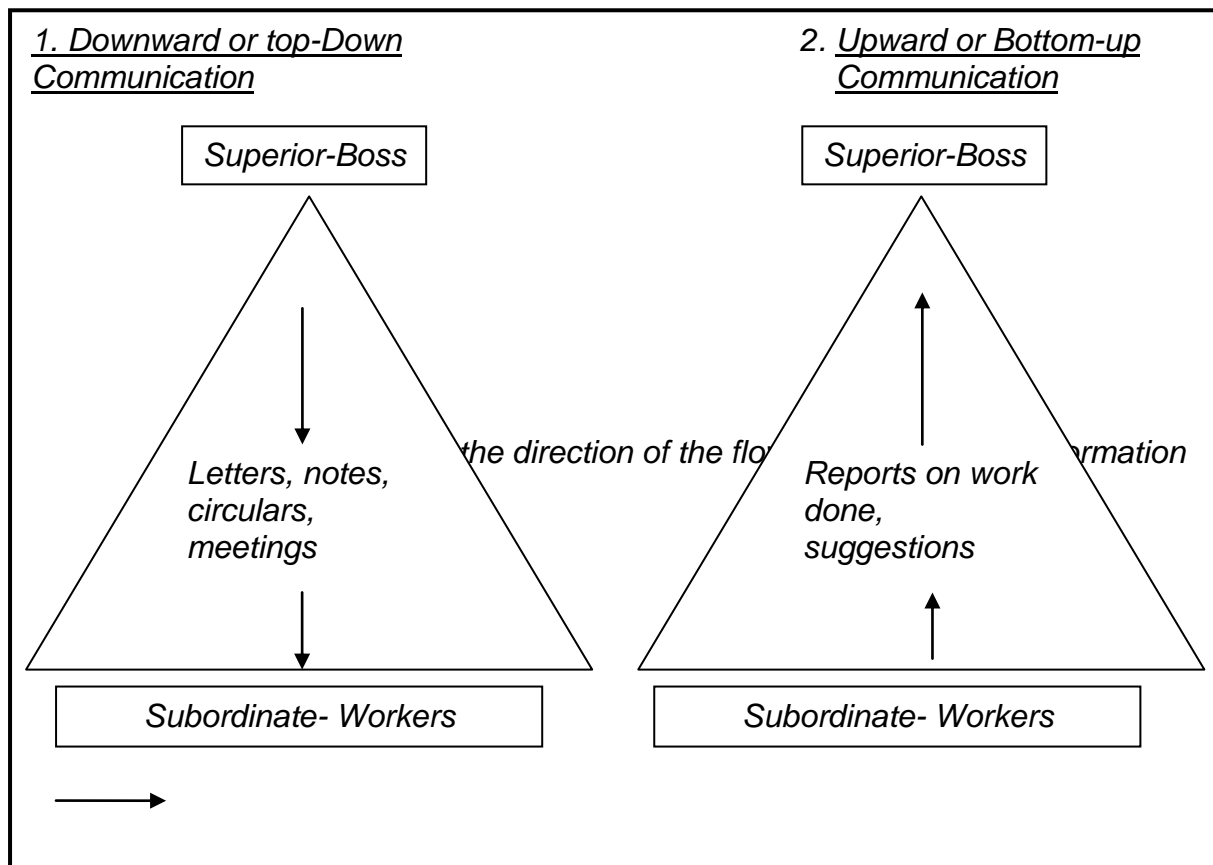
Practice Exercise 3

1.

Face To Face Communication	Explaining
(a) Chats	It involves the gathering of groups of people or two individuals. It does not follow procedures or steps to communicate. Here, people share jokes or have personal conversations.
(b) Formal meeting	Gathering people to discuss issues in a more organised way where procedures or steps are followed
(c) Interview	Exchanging of information for a specific purpose which might concern discipline, employment or counselling.
(d) Public address or briefing	A gathering where necessary information by superiors will be given to the workers. Most talking is done by the superior or manager.

2. Communication is *effective* if the *sender* gives a clear message to the *receiver.* The receiver understands a set of *information* and responds with the expected outcome from the message sent. Both the *oral* and *written* communication must be correctly addressed in a business environment in order to *permit* information to flow smoothly and for the business to progress as expected.

3. *The difference between oral and written communication is that oral communication involves the use of mouth whilst written communication involves the use of written communication by way of using the hand to write or type information.*

4.
(a) Letter of enquiry   (d) Delivery Note   (g) Receipt
(b) Quotation and price list (e)Consignment Note   (h) Statement of account
(c) Order form   (f) Invoice

Practice Exercise 4

Business Communication Skills	Explanation of skills in the passage
1. Clarity of purpose	Inform members through the meeting on profit earned by the business, Noblet Enterprise.
2. Shared Activity	Members or shareholders and management must be present to discuss the main issue which is the profit earned and the other avenues or ways to earn more profit for the business.
3. Common set of symbols	Communication is oral and written by way of speaking and writing.
4. Focus on the need of the receiver	The management must check to see that members have booked into the hotel which is Hideaway by calling and checking them.
5. Active Listening	During the meeting both the management and the members must listen carefully to each other so as to give correct feedback to each other.
6. Controlling Emotions	In the meeting the management must address the members with care. The members are contributors to the company therefore deserve respect as well.
7. Politeness	The management should talk politely to the members as mentioned in controlling their emotions they are important in the business.
8. Eliminate noise	In the meeting there should be no unnecessary noise going on. For example, mobile phones should be put on vibrations. Those talking on the phones should lower their voices.
9. Clarity Assumptions	Those presenting information should be able to gain the attention of those present so that everyone knows what issue they are discussing which is the profit earned or the ways of earning more revenue.
10. Avoid connotations and ambiguity	Those giving out information in the form of written information must not have messages that have more than one meaning. It must be simple and straight to the point.

Practice Exercise 5

1. (a) *Bureaucracy refers to the government system or* the structure of an organisation and its different layers of management.

(b) *Technology is the study, development and application or use of devices, machines for manufacturing and productive processes.*

2. *Effective listening is when one listens carefully to the other person and is able to give back the correct responses.*

3.

Barriers to effective communication	Explanation
1. People	*People become barriers to effective communication due to their attitudes, their races, their culture and their own personal style of approaching people.*
2. Language	*When one cannot understand the other due to such things as dialects and even language used.*
3. Interpreting body language, attitude and emotions	*When people's actions show their feelings. For example, when someone is angry, he or she shows an angry face while listening at the same time.*
4. Technology	*When technologies or machines are not understood by people or they malfunction then communication flow will be disrupted.*

4. *Technology helps business communication by sending information about the business quickly and over long distances. For example, instead of writing letters and waiting long for responses to come you can now simply call on the mobile phone or use the computer and send e-mails.*

5. Communication in **organisations** whether **business** or others must be **effective**. **Problems** arise when there are **barriers**. For the business to have effective **communication** it has to know how to deal with the barriers it comes across.
As the **sender** of information it must ensure that information **flows** smoothly without any **difficulty**. One way it can encourage a more effective communication is improve its **technology.** In the modern world businesses need **information** to flow quickly. When this happens the business is likely to succeed.

Practice Exercise 6

1. *Philately refers to collecting postage stamps.*

2.

Advantages	Disadvantages
- Provides postal services to the public. - Provides national and international services. - Sends mail over long distances whether by sea, land or air. This helps to cut down the cost of delivery items for businesses. - Fast delivery services are available looking at the urgency of time.	- Sometimes registered mails never reach their destination. - Mail may not reach their destination since they were packed poorly or not address well. - Workers in the post office are likely to steal items especially, money.

3.

Postal Services	Explanation
1. Mailing	Sending of mail like letters, cards, parcel, packages and aerogrammes by the post office.
2. Express mail	Sending mail quickly to the receiver.
3. Salim Moni Kwik	This involves sending of money to be received by the other person in another centre.
4. Postal orders	Sending of money to those who do not have bank accounts or cannot have access to banking services. Similar to Salim Moni Kwik.
5. Kwik Piksa Leta	The use of fax machines to send exact documents to the recipients who are in the other centres.
6. Business reply post	The use of specially printed cards or envelopes by especially big businesses for the public to use. These businesses try to promote their business.
7. Post office Box	Post office boxes that the public rents from the post office to receive their mail. The public can any time open the box to check for their mail.
8. Private mail bag	Large organisations that deal with large number of mail daily.
9. Philatelic	The collecting of stamps. There are people who are interested in collecting stamps they can arrange with the post office.
10. Articles for the blind	Involves mail for the blind.
11. Charges account	Mail that can be sent now and paid for at a later date.
12. Restricted delivery of mail	This is for mail that are to be sent specifically to the addressee or the receiver of the letter and non-other than that.
13. Box advertising	This allows for businesses to have their products and services advertised by the post office through brochures, pamphlets and catalogues or price list.
14. Franking machine	This involves a machine that accurately weighs the mail. and charges the fees. It can be used instead of stamps.

Practice Exercise 7

1. (a) *Encoder refers to the person sending the message or information.*
(b) *Decoder refers to the person receiving the message or information.*
(c) *Transceiver refers to a device that receives and transmits data.*
(d) *Interface refers to connecting two things.*

2. *The difference is STD refers to the calls made within Papua New Guinea and IDD refers to calls made out of PNG.*

3. *Very small aperture terminal.*

4. *(a) Bmobile and (b)Digicel*

5. *2008*

6.

Advantages	*Disadvantages*
- *Communication is instant wherever you are* - *It is a source of information to educate and inform us* - *Assist in building economy and infrastructures* - *The business can make known its products to the public through the use of services such as the internet.* - *No need to travel and also saves time* - *When time is saved cost of travelling is also cut down which the business can use this money to expand its business activities.* - *Enable a company to process transactions immediately from anywhere whether in Papua New Guinea or around the world.*	- *Geographical location of the place due to high mountains and wide, fast flowing rivers makes it difficult for installation and connection of the device or equipment for communication.* - *Access to communication failure means that the workers must be on site every day to ease the disruption* - *Internet access is expensive*

REVISE TOPIC 1 AND DO TOPIC 1 TEST

IN YOUR ASSESSMENT BOOK 4

TOPIC 2

BUSINESS DOCUMENTS AND LETTERS

In this topic you will learn about;

- **Business Documents in Cash Transaction**

- **Business Documents in Credit Transaction**

- **Business Letters**

- **Other Business Correspondence**

- **Writing Business Letters**

TOPIC 2: INTRODUCTION

Welcome to Topic 2: Business Documents and Letters. In this Topic you will learn about documents that are used when buying and selling goods between buyers and sellers on cash and credit. You will also learn the parts of business letters and writing business letters as well.

Lesson 8: Business Documents in Cash Transaction
This lesson defines business documents used in cash transactions, their importance and uses.

Lesson 9: Business Documents in Credit Transaction
This lesson discusses the uses of business documents used in credit transactions between the buyer and the seller.

Lesson 10: Business Letters
This lesson defines business letters and their importance. It also covers the qualities of good business letters, their different parts and how they are classified.

Lesson 11: Other Business Correspondence
This lesson explains business correspondence and their importance, types of correspondence and their functions. It also teaches electronic correspondence.

Lesson 12: Writing Business Letters
This lesson identifies the different writing styles. It also shows these different writing styles and how they can be written.

Lesson 8:   Business Documents used in Cash Transactions

Introduction:
Welcome to Lesson 8. In the previous topic you learnt about Business Communication. Lesson 8 will introduce Topic 2, *Business Documents and Letters* that are involved in the buying and selling of goods and services with cash.

Your Aims:
- Define business documents and their importance in businesses
- Discuss the uses of the given documents in business transactions

Business Documents and their Importance

All businesses as you know are involved in buying and selling of goods and services. When buying and selling takes place, there must be records of these transactions. Transaction refers to the buying and selling of goods and services between the buyer and the seller. The goods and services are either bought with cash or are taken on credit.

In this lesson we will look at business documents that are involved in the buying and selling of goods and services using cash.

What are business documents?

Business documents refer to information on paper showing goods or services that have been bought or sold for cash or on credit.

Some of these documents are written by the buyer to the seller or the seller to the buyer.

Here are the common business documents used in the buying and selling of goods.

- Letter of enquiry
- Quotation and price list
- Order form
- Acknowledgment of order
- Delivery note or consignment note

- Invoice
- Credit note
- Statement of account
- receipt

The importance of business documents is that they show that there are records of buying and selling between the buyer and the seller. If the buyer finds the goods he

or she purchased are faulty he or she will use these documents to get a refund or claim a new goods. You will find out more as you proceed on.

Activity 8.1: Complete the activities given below.

1. Define a business document.

_____
_____

2. List the documents that are used to buy goods and services for cash or on credit.

(a) _____   (f) _____
(b) _____   (g) _____
(c) _____   (h) _____
(d) _____   (i) _____
(e) _____   (j) _____

3. State the importance of business documents

_____
_____

Uses of Business Documents in Cash Transactions

As mentioned earlier we will look at documents that involve cash transactions only.

What are the documents that are used in transactions between the buyer and the seller?

SOURCE DOCUMENTS USED IN CASH TRANSACTIONS

BUYER

SELLER

Letter of enquiry

Quotation or price list

Purchase order

Acknowledgement of Order

Delivery docket

Cash

Receipt
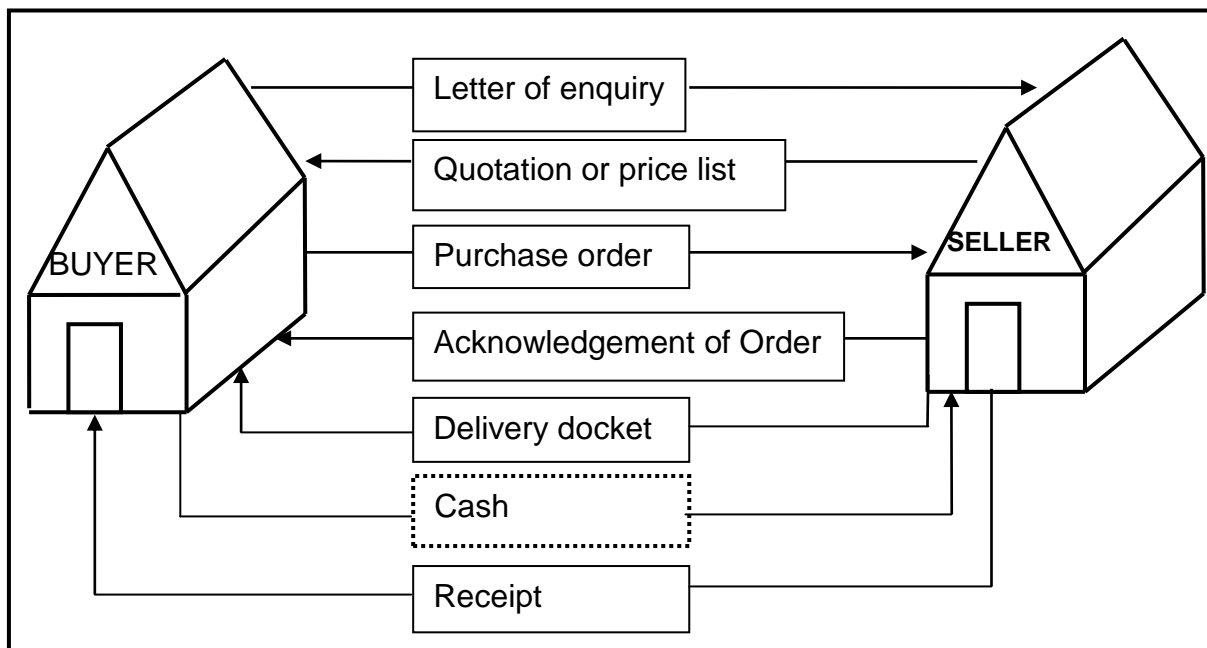
Source: Liklik Bisnis Practice in Papua New Guinea.

1. Letter of Enquiry
In this letter, the buyer indicates the product(s) he or she intends to buy and request for more information such as; the type and size, the availability, cost of freight,

provision of transportation, discounts or credit terms from the supplier. The letter of enquiry can be sent to several different suppliers to compare prices before a decision is made for which supplier to buy from.

2. Quotation, Price List or Catalogue

In response to the Letter of Enquiry, the supplier sends a quotation, price list or a catalogue. A quotation refers to a price list sent out to the buyer indicating specific goods. If the letter of enquiry does not provide enough details, the supplier sends a copy of a business catalogue. A catalogue refers to a list of products with their features and prices. Quotations can be designed differently but will include these main information; seller's name and address, buyer's name and the address, reference number, description of the product, quantity and costs, Goods and Services Tax, total amount and terms and conditions. A price list refers to a list of goods for sale with the price of each item shown.

Delivery terms such as ex warehouse, ex-factory, or ex works and carriage paid are used in the quotation and similar documents. Words that appear to have the word ex means that the price stated does not include transport cost. Carriage paid means that the prices of the goods include transport costs.

Sometimes the terms also state 'net one month'. This means the buyer must pay within one month.

Below, shows you an example of a quotation.

SAMPLE OF A QUOTATION

BISMILLAH ENTREPRICE LIMITED

P.O.BOX 1
Port Moresby
Gerehu
Phone: 3262858 Fax: 3263733

QUOTATION

Date: 27/04/10

To: Jack Kindik
P.O.BOX 3053
Boroko NCD

Item Description:

QTY	DESCRIPTION	CATALOGUE No.	PRICE
10	Akita TV sets- model 329	1273	K750.00 each

Terms: Net one month from date of purchase.

Ex warehouse.

Prepared By:

Justin Jacob
<u>Justin Jacob</u> (Sales Person)

Activity 8.2: Complete the activities given below.

1. Define
(a) Catalogue _____
(b) Price list _____
(c) Quotation _____

2. Explain the difference between words with ex warehouse and ex factory to carriage paid.

_____
_____
_____

3. Purchase Order Form

On receiving the quotation or a catalogue, from different suppliers, the buyer will compare and decide what to buy depending on the responses collected. This is an official document requesting the supplier to supply the goods based on the information gathered from the quotations or catalogues. Similar to the quotation, this document will have information such as; order no, quantity and description of goods, suppliers' reference or catalogue number of the goods, price of goods, any delivery instruction and the terms of payment. Businesses use order forms while the government uses ILPOC.

Now, look below to see what an order form looks like.

ORDER FORM

ORDER FORM No: 005

To: BISMILLAH CASH & CARRY   Jack Kindik

P.O.BOX 1   P.O.BOX 3053
Gerehu   Boroko, NCD
Port Moresby

Date: 29/4/2010

Please supply the following goods:

QTY	DESCRIPTION	PRICE	VALUE
10	Akita TV sets- model 329	K750	K7500.00
		Total	**K7500.00**

Signed: *Jack Kindik*

4. Acknowledgement

The supplier responds by sending a letter informing the buyer that the purchase order has been received and necessary actions have been taken to supply what has been ordered.

5. Delivery Note or Consignment Note

The person delivering the goods usually brings a delivery note. It is important that the buyer checks that all the goods listed on the invoice have actually been delivered. It is signed and the carbon copy is kept by the seller.

Consignment Note is used when goods are delivered by another freighting or delivery company. The original copy of the delivery note or consignment note is kept by the buyer and a carbon copy by the supplier or freighter. This serves as a proof that those goods were received by the buyer.

Cash

If the buyer agrees with the goods delivered, payments can be done with cash or cheque. Payments can be done at the point of sale or delivery depends on arrangements done with the suppliers. This is not a business document however, it is a mode of payment. Cheque butts and receipts are kept for business' financial report.

6. Receipts

A receipt refers to a document issued by the seller to the buyer to confirm that payment has been received in cash. Confirmation of cheque payments done appears on the bank statements of the seller after the cheques are deposited. Cheque clearance takes a while, about a week.

E- Commerce

Changes in technology have greatly influenced the way in which business is done. Buying and selling are now done electronically, called e-business or e-commerce. Products are advertised on websites and people interested get more information online instead of writing letters and waiting for days.

Technology like access to internet through the use of laptops are used to advertise information as well as buying and selling goods.
Source: Internet- 2013.

Purchases can be done instantly, that is, transfer of money from the buyer's account to the seller's account and the goods can be sent to the buyer very quickly.

So the above five business documents are used when cash is involved. This means that goods have been paid right away with cash and not taken on credit basis.

_____

Activity 8.2:   Complete the activities given below.

1. What is the difference between the delivery note and the consignment note?
_____
_____

2. Why are receipts important to buyers?

_____
_____

Summary:

You have come to the end of Lesson 8. In this lesson you learnt that;

- Business documents refer to information on paper showing goods or services that have been bought or sold for cash or on credit.
- The importance of business documents is that it acts as a proof that buying and selling occurred between the buyer and seller.
- The common business documents are
  (i) Letter of enquiry   (vi) invoice
  (ii) Quotation or price list   (vii) credit note
  (iii) Order form   (viii) Statement of account
  (iv) Acknowledgment of order   (ix) Receipt
  (v) Delivery note or consignment note
- The following are business documents that are issued between the buyer and the seller when buying and selling goods with cash.
  (i) Letter of Enquiry
  (ii) Quotation
  (iii) Order form or purchase order
  (iv) Acknowledgement or order
  (v) Delivery note or consignment note
  (vi) Receipt
- E- Commerce or e-Business is doing business electronically through the use of a computer.

NOW DO PRACTICE EXERCISE 8 ON THE NEXT PAGE

✎ Practice Exercise 8

1. Mr Zachary Sauwii, the principal of Brown Hills Secondary School, P.O.Box 222, in Telefomin sends an order form to Theodist in Port Moresby on December 5th 2015 requesting for these Business Studies textbooks.

Textbooks	Quantity
Business Practice in PNG by S. V. Harcourt	40
Commerce and Development in PNG by S. V. Harcourt	60
Commerce for Melanesia by Trevor Tindal	40
Business Studies Teachers, Guide for Grade 9	3
Grade 9 Business Studies Outcomes	20

Requirement: You are Mr. Willie Dennis, manager for Theodist Ltd, P. O. Box 111, Boroko and you are to write out a quotation for the Principal of Brown Hills Secondary School. You have to make up the catalogue number and the price for the items stated. (Follow the sample given in the lesson)

2. Explain what E- business is.

Lesson 9:   Business Documents used in Credit Transactions

Introduction:
Welcome to Lesson 9. In the previous lesson you learnt about business documents used in cash transactions. In this lesson you will learn about business documents that are used in credit transactions. That is when goods are taken away and paid later between the buyer and the seller.

Your Aims:
- Discuss the uses of business documents in credit transactions

Documents used in Credit Transactions

There are documents that are issued when goods are taken on credit. Most of these business documents are issued by the seller or the supplier to the buyer. What is credit transaction? Credit transaction refers to buyers taking the goods away or using the services and paying for them later.

Now, look below to see the types of business documents that are used when buying and selling goods or services on credit.

SOURCE DOCUMENTS USED IN CREDIT TRANSACTIONS
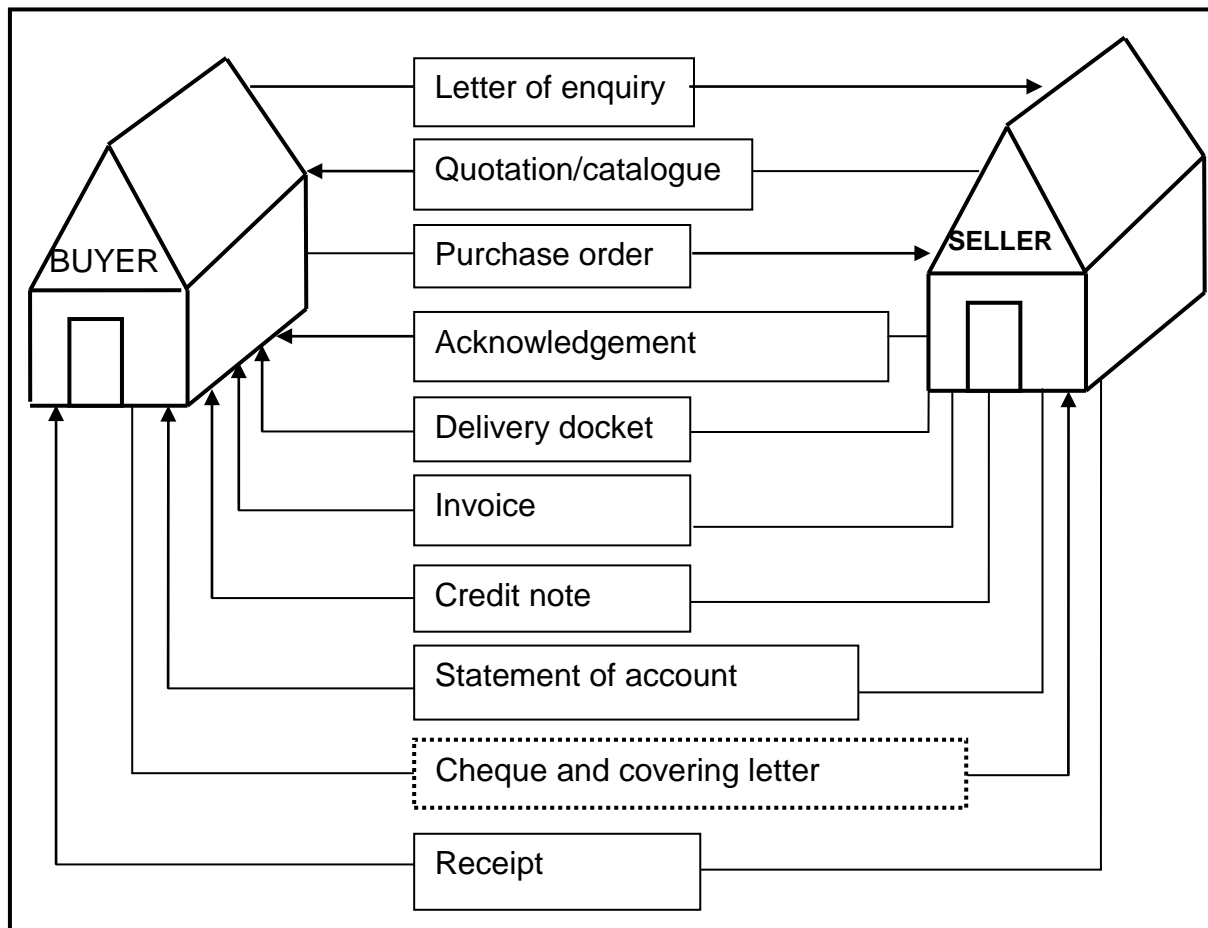
Source: Business Practice in PNG.

The first five documents which are the letter of enquiry, the quotation, the purchase order, the acknowledgement and the delivery docket must be completed between the buyers and the sellers. You can turn to Lesson 8 to recap the five mentioned documents.

Before the delivery of goods the buyer has to inform the seller whether the payment of the goods will be cash or credit. In this case we are looking at the buyer taking the goods on credit. This could also mean the buyer making part payment for the goods.

Here are the documents that are used when goods are bought and sold on credit from the supplier to the buyer.

1. Invoice

An invoice refers to a document that gives a full detail of the amount of money owed for the goods supplied. The buyer must notify the seller that he or she will pay the goods on credit basis so an invoice should be prepared for him or her before the delivery of the goods. It also shows information such as: the name and address of the buyer and the seller, the invoice number, the date, the quantity and the description of the goods, the terms of settlement and /or the discount terms. In all invoices E & OE appears. These stand for Errors and Omissions Excepted, which means that if there are any mistakes on the invoice, the seller has the right to correct them.

Another document named pro forma is the same as the invoice however the word pro form is written on it. A pro forma invoice is used when;

- Payments should be made before the goods are sent - the goods are not sent until the amount stated on the invoice is paid.

- When buyer is given information about how much the goods cost - it has the same purpose as a quotation. A quotation refers to a price list sent out to the buyer indicating specific goods.

You will see what the invoice looks like the one on the next page. Let's go through the next type of credit document which is the credit note.

2. Credit Note

A credit note refers to a document sent by a seller to a buyer when the amount charged on the invoice is greater than it should be. A credit note would be issued for the following reasons.

- The buyer was overcharged on the invoice.
- The buyer returned goods to the seller. They may have been damaged, or they may have been goods which were not ordered in the first place.
- The buyer returned cartons used to deliver the goods. The cost of these was included on the invoice, so credit is now due.

When this is issued, the buyer can get a replacement to that value, reimburse or collect the items, whichever is the case. As you proceed on you will see a sample of the Credit Note.

Now, turn to the next page to see what an invoice looks like.

SAMPLE OF INVOICE

BISMILLAH CASH & CARRY POBOX1 Port Moresby Gerehu Ph: 3262858 Fax: 3263733　　*Supplier's logo and address*	**INVOICE** *Invoice No* **NO:** 10 **DATE:** 2/7/2015 **ORDER NO:** 8

TO: John Tau
　　P O BOX 15
　　NCD　　　*Retailer's Address*

Special comments or instructions for payment

COMMENTS: You are kindly reminded that you have 30 days to pay up your order.

QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL
10 carton	Large Besta tinned mackerel	K35.00	K350.00
5 cartons	Big sister Chocolate roll	K15.50	K77.50
20 cartons x 20packets	Pall Mall cigarette	K4.00	K80.00
3 balesx1kg	Small Ramu Sugar	K40.20	K120.60
2 bales x1kg	Trukai rice	K60.00	K120.00
		SUBTOTAL	K748.10
		SALES TAX	————
		SHIPPING AND HANDLING	————
		TOTAL DUE	K748.10

Supplier's Name　　　*Name of sales person, phone number and e-mail*

Make all cheques payable to: BISMILLAH CASH & CARRY
Payment is due within 30 days. E & OE
If you have any questions concerning this invoice, contact Justin Jacob, POBOX 15 Boroko, Telephone: 326 4875

Thankyou for doing business with us.

Turn to the next page to see what a credit note looks like. You will learn in detail about the invoice and the credit note in Grade 10.

Before we look at the document credit note document on the next page, let us recap what credit note is.

> **A credit note refers to a document sent by a seller to a buyer when the amount charged on the invoice is greater the amounts for goods sold.**

CREDIT NOTE

```
BISMILLAH CASH & CARRY          ORDER NO: 8          ┌─────────────┐
P.O.BOX 1                                            │ Credit Note │
Port Moresby                                         └─────────────┘
Gerehu                          Supplier's logo and
Phone:3262858                   address
Fax:3263733


Date:        Thursday, 7th July 2015


John Tau Trading Pty
POBOX 15                        Retailer's Address
Boroko
                                          Reasons for refund
Particulars of Refund:
Buyer returns bale rice x1kg because all rice packets had ants in them.

  Original Amount K120.00
  Adjusted amount K120.00
  Total TAX Included In Refund: K2.00
  Total of Amount Refunding          K120.00



                                Signature of sales person

For and on behalf of                              Justin Jacob
BISMILLAH CASH & CARRY
```

Activity 9.1:   Complete the activities given below.

1. Define
(a) Credit transactions _____
(b) Invoice _____
2. In your own words explain E & EO.
_____
_____
3. Differentiate between the words invoice and pro- forma invoice.
_____
_____
4. Who issues a credit note?
_____
5. Why are credit notes issued?
_____

3. Statement of Account
A Statement of Account refers to a document listing all the transactions which have taken place during the month. It is sent by the seller to the buyer.

The statement of account shows;

-   The opening balance. This is the amount of money owed at the start of the month.

- Invoice totals for goods purchased during the month. This will appear in the debit column.

- Payments made for goods purchased. This will appear in the credit column.

- Credit notes issued and any discounts allowed. These items will also appear in the credit column.

- The closing balance. This is the amount of money owed at the end of the month.

To fast track payments from buyers suppliers encourage them by allowing cash and trade discounts on their statements. Cash discount is given when a large quantity of goods are bought with cash. This is to encourage customers to pay cash while trade discount is given so that the buyers pay their accounts within the given credit period.

STATEMENT OF ACCOUNT

BISMILLAH CASH & CARRY
P.O.BOX 1
Port Moresby
Gerehu
Phone:3262858
Fax:3263733

Supplier's logo and address

STATEMENT

Date: 31/July/2005

John Tau
P.O.BOX 15
Boroko NCD
Phone:326 7548

Retailer's Address

Outstanding to be paid by John Tau

Date	Details	Debit	Credit	Balance
2nd July 2015	Balance			K148.30
30th July 2015	Invoice No 11	K300.00		K448.30

4. Cheque and Cover Letter

The buyer is required to settle the invoices within the given period of time on a regular basis by paying either cheque or cash. Businesses are expected to do their payments by cheque accompanied by a cover letter. A cheque is not a business document but a mode of payment therefore the cover letter becomes the business document. If cash is paid, a cover letter is not necessary.

5. Receipt

Receipt is given when and only payment for the goods have been made whether by cheque or cash.

Activity 9.2:   Complete the activities given below.

1. Define Statement of Account.

_____
_____

2. What will happen if a buyer continuously does not pay the amounts due within the period allowed?

_____

3. Why is a cover letter written?

_____

_____

_____

Summary:

You have come to the end of Lesson 9. In this lesson you learnt that;

- Credit transaction refers to the buying and selling of goods or services on credit. That is taking away goods now and paying for it later.
- The documents used in credit transactions are; the invoice, the credit note and the Statement of Account.
- An invoice refers to the document that gives the full details of the amount of money owed for the goods supplied.
- A credit note refers to a document sent by a seller to a buyer when the amount charged on the invoice is greater than it should be.
- Both buyers and sellers must have these documents on file for proof that buying and selling took place.

NOW DO PRACTICE EXERCISE 9 ON THE NEXT PAGE

Practice Exercise 9

1. Write the correct letter beside the correct terms numbered in the space provided. Refer to the previous lesson notes to help you answer this exercise.

1. Letter of Enquiry	_____	A. A document issued when payments should be made before goods are supplied
2. Quotation	_____	B. Indicates that the supplier will not pay for the cost of transportation
3. Order	_____	C. When credit is given to the goods sold
4. Delivery Note	_____	D. A request for information about goods available and their prices
5. Consignment Note	_____	E. Indicate the supplier will pay for the transportation costs
6. Invoice	_____	F. Reduction the in price given to encourage early settlement of accounts
7. Credit Note	_____	G. Information received in response to a letter of enquiry
8. Statement of Account	_____	H. Reduction in the price when dealing with other businesses who buy in large quantities
9. Receipt	_____	I. A request for certain goods to be supplied
10. Ex factory	_____	J. Information sent in reply to an invoice
11. Carriage Paid	_____	K. A bill requesting payment for the goods supplied
12. E & O E	_____	L. A document with list of goods despatched by freighting businesses
13. Pro-forma Invoice	_____	M. A list of goods and their prices
14. Trade Discount	_____	N. A document issued when goods are received
15. Cash Discount	_____	O. A document sent with goods being despatched by the supplier
16.Acknowledgement	_____	P. This indicates that any error on the invoices can be corrected by the supplier
17.		Q. A document that summarises the transaction between the buyer and the seller over a period of

		time
18.		R. A document raised when the total on the invoice exceeds the actual amount owed
19.		S. A document written to state that the money has been paid

---

CHECK YOUR WORK. ANSWERS ARE AT THE END OF TOPIC 2 ON PAGE 117

Lesson 10: Business Letters

Introduction:
Welcome to Lesson 10. In the previous lesson, you learnt about the use of documents in credit transaction. That is the types of document used when buying or selling goods on credit. In this lesson you will learn about a business letter and its importance as well as the parts of a business letter.

Your Aims:
- Define business letters and their importance to business
- Identify and discuss the qualities of a good business letter
- Identify different parts of a business letter
- Identify the classifications of business letters

Business Letters and their Importance to a Business

Businesses need to communicate so as to sell their goods or services on time. Good business communication skills can expand business activity anywhere helping to earn more profit. For that to happen, the business must know how to write business letters.

What is a business letter?

A business letter is a letter that is written and exchanged between the business and its partners and clients or customers. A business letter remains a very important form of communication, in spite of many modern forms of communication, such as telephones, fax, mobile phones and laptops. It is important that letters written for a firm are of high standard. The way a letter is presented and written should be given careful consideration. A poorly written letter will give people the bad impression of the firm. Firm refers to a business.

The importance of the business letter is for the business and people who have a interest in the business like the clients or customers, its partners and the general public to seek information from each other dealing with the business. There are business letters written for many purposes like the letter of enquiry, the acknowledgment letter and the letter of complaint.

Qualities of a Good Business Letter

The following are the qualities of a good business letter.

1. Clarity: In the process of communication, simple and clear language must be used. When the word is not familiar the meaning is not clear.

2. Integrity and sincerity: Messages and information must be integrated or put together to develop a sense of sincerity to the receiver. Integrity refers to holding high standard for something. Sincerity refers to honest information.

- Time: The letter must be sent on time to make it reliable and suitable at the present condition.

- Accuracy: The language used must be correct. In letters, messages should be accurate with no spelling errors. There must be proper use of grammar.

3. Consistency: There must be consistency or smooth flow of information so that there is no difficulty in communicating.

4. Informality: Formal relations must be developed between the sender and the receiver but not in all situations. There should also be informal communication in terms of business dealings. Formal refers to following a set of steps to communicate.

5. Complete: The message which is to be communicated must be adequate and complete.

6. Being correct: Factual information must be provided to the receiver.

Activity 10.1: Complete the activities given below.

1. Define
(a) A business Letter _____
_____

(b) Integrity _____
(c) Sincerity _____
(d) Formal _____

2. State the importance of Business Letters.

The parts of a Business Letter

It is very important that you know the parts of a business letter. Knowing these parts will help you communicate well to your customer. Let's look at the parts of a business letter.

1. Letterhead or heading
The letterhead or heading usually contains the name and postal address of the business, e-mail, web-site address, telephone number, fax number, trade mark or logo of the business.

2. Date
The date is written on the right hand corner after the heading. For examples, 28th Feb, 2015 or Feb,2,.2015.
3. Reference
It indicates letters, numbers and the department from where the letter is being sent and the year. It helps to make reference to the future. The reference number is given on the left hand corner after the heading. Reference letters are written as AB/FADdept./2003/27.
4. Inside Address

It shows the full address of the person or the firm to whom the letter is to be sent. This is written on the top left hand side of the letter. An example is given below;

Miss Thackla Kumai P.O.Box 3053 Boroko National Capital District Papua New Guinea	The Manager Bank South Pacific Waigani National Capital District Papua New Guinea

5. Subject Line: It is a statement in brief, that states the reason for the letter relates. It attracts the attention of the receiver immediately and helps him or her to know what the letter is about. For example,

Subject: Your order No. C17/8 dated 12th March 2015.
Subject: Enquiry about Samsung television
Subject: Fire Insurance Policy

6. Salutation
This is placed below the inside address. It is usually followed by a comma (,). Various forms of salutations are;

Sir/Madam: For official and formal correspondence
Dear Sir/Madam: For addressing an individual
Dear Sir/ Dear Madam: For addressing a firm or company

7. Body
This comes after the salutation. This is the main part of the letter and it contains the actual message of the sender. It is divided into three parts.

(a) Opening part: It is the introductory part of the letter. In this part, attention of the reader should be drawn to the previous correspondence, if any. For example, with reference to your letter no. 326 dated 12th March 2015, I would like to draw your attention towards the new brand of television.

(b) Main part: This part usually contains the subject matter of the letter. It should be precise and written in clear words.

(c) Concluding part: It contains a statement of the sender's intentions, hopes or expectations concerning the next step to be taken. Further, the sender should always look forward to getting positive response. At the end, terms like Thank you, With regards, With warm regards may be used.

8. Complimentary close
It is merely a polite way of ending a letter. It must be in accordance with the salutation. For example;

Salutation	Complementary close
Dear Sir/ Dear Madam	Yours faithfully
Dear Miss Thackla	Yours sincerely
My Dear Moses	Yours very sincerely (expressed with very informal relations)

9. Signature

It is written in ink, immediately below the complementary close. As far as possible, the signature should be legible. The name of the writer should be typed immediately below the signature. The designation is given below the typed name. Where no letterhead is used, the name of the company too could be included below the designation or position of the writer. Look on the right to see an example given in the box.

| Yours faithfully |
| For M/S ZZ Electricals |
| (Signature) |
| Bobby Kalau |
| Partner |

10. Enclosure

This is required when some documents like the cheques, the drafts, the bills, the receipts, the lists, the invoices and so forth are attached with the letter. These enclosures are written one by one in serial numbers.

For example;
Encl: (i) The list of goods received
        (ii) A cheque for K1000 Feb.27^{th,} 2015 (Cheque No 1234)

11. Copy circulation

This is required when copies of the letter are also sent to the persons apart from the addressee. It is denoted or shortened as CC For example;
CC.   i. The Principal, Flexible Open Distance Education
        ii. The Deputy, Principal Flexible Open Distance Education
        iii. The Registrar, Flexible Open Distance Education

12. Post Script

This is required when the writer wants to add something which is not included in the body of the letter. It is expressed as PS.

For example,
PS – In our offer, we provide two years warranty.

Now, turn to the next page to see the sample of a business letter.

SAMPLE OF A BUSINESS LETTER

GCL
GEREHU CONSTRUCTIONS LTD
PO Box 72, Gerehu NCD Telephone: 326 0325 Fax: 326 1414
Email: inquiries@Bushland.com.pg

Letter head

[one line space]

20th June 2015

Date

[one line space]

Mr Willie Ango
Waimland Hotel
Po Box 949
Waigani
NCD

Inside Address

[one line space]

Dear Mr Ango

Salutation

[one line space]

Reservation for Staff Training Programme

Subject Line

[one line space]

I would like you to reserve your Conference Room for our next staff program.

[one line space]

The training programme begins on 25th October 2015 and ends on 31th October 2015. The number of participating staff will be twenty five including trainers. During this period you need to provide morning tea, lunch and afternoon tea for the participants.

Body

[one line space]

I would appreciate if you could make the reservation and send me a quotation including the menu.

Complementary close

[one line space]

Please feel free to contact me if you have any queries. I take this opportunity to remind you of the excellent services you provided to the participants at the previous training programme. I look forward to hearing from you soon.

[one line space]

Yours sincerely

[one line space for signature]

Signature

Pato Sauwii (Mr)
Human Resource Manager

Writer name
Writer's designation or position

Activity 10.2:   Complete the activity given below.

List the other nine (9) parts of the business letter apart from the letter head, the date and the reference.

(a) _____   (d) _____   (g) _____

(b) _____   (e) _____   (h) _____

(c) _____   (f) _____   (i) _____

Classification of Business Letters
The four main types of business letters dealt with on a daily basis are the letter of enquiry, special request letters, sales letters and customers relations letter. They are classified as positive, neutral or negative.

1. Neutral
Enquiry and special request letters are neutral since the buyer is the first person writing to the organisation to find out about certain things.

2. Positive
Letters such as sales letters are positive. Organisations know that selling their items is already making profit therefore that is already giving a positive response to people who buy their products.

3. Positive and negative
Customers relations letters are either positive or negative depending on what the organisations think. If things are available a positive response, yes, is given. If things are not available then a negative response no, is given.

Activity 10.3:   Complete the activity given below.

Fill in the table by listing and explaining the three classifications of business letters.

Classification	Explanation
1.	
2.	
3.	

Summary:

You have come to the end of Lesson 10. In this lesson you learnt that;

- A business letter refers to a letter that is written and exchanged between the business and its partners and customers.
- The importance of the business letter is for the business and people who have the interest in the business like the clients or customers, its partners and the general public to seek information from each other dealing with the business.
- The qualities of a business letter are;
  - clarity   - integrity   - consistency
  - informality   - completeness   - Being Correct
- There are twelve parts of business letters that must be taken note of
  1. Letter head or heading   7. Body
  2. Date   8. Complementary Close
  3. Reference   9. Signature
  4. Inside Address   10. Enclosure
  5. Subject line   11. Copy Circulation
  6. Salutation   12. Post Script
- Therefore when writing business letters make sure the 12 parts of a business letter must be taken note of.
- Business letters are classified as positive, negative or neutral letters.

NOW DO PRACTICE EXERCISE 10 ON THE NEXT PAGE

Practice Exercise 10

Write out a business letter to Badili Hardware Sales Manager ordering the following items for extending your office building. You will have to make up your own address and it has to be on the top right hand corner with the date since you do not have a letter head for your business. Thank him or her first for the quotation sent last week.

Badili Hardware Ltd
P.O.Box 38881 Boroko
Phone: 323 3600
Fax: 323 3603
Email: sales@badilihardware.com

5× post for K 165 each (iron posts 3m×2)
20× strip for K5.50 each (2m ×1.5mm)
12×corrugated iron roof for K13.00 each (3×5mm)

CHECK YOUR WORK. ANSWERS ARE AT THE END OF TOPIC 2 ON PAGE 117

Lesson 11: Other Business Correspondences

Introduction:
Welcome to Lesson 11. In the previous lesson you learnt about business letters and their importance, the qualities of good business letters as well as the different types of business letters. In this lesson you will learn about other business correspondences and their importance. Furthermore, you will learn the functions of correspondence.

Your Aims:
- Explain business correspondences and their importance to business
- Identify the types of business correspondences and their functions within the office
- Discuss electronic correspondences

Business Correspondences and their Importance

Business correspondences are very important to businesses.

So what is business correspondence?

Business correspondence refers to communicating or exchanging of information in a written form for business activities. Business correspondence can take place between organisations, within organisations or between the customers and the organisations. Correspondence is generally an accepted format or style that is followed universally. Universal refers to the entire world.

The following points are important for business correspondence.

1. Maintaining a proper relationship
Now -a -days business activities are not confined to any one area or locality. Confine means to stay in one place and not move anywhere else. The business person as well as customers are scattered throughout the country. Thus, there is a need to maintain proper relationship among them by using appropriate means of communication. Here, business letters play an important role. Customers can write letters to businesses seeking information about their products. Businesses also supply various information to customers. This helps them to carry on business at the national and international level.

2. Serves as evidence
Written information can be stored and later retrieved or taken out when needed.

3. Inexpensive and convenient mode
Though there are other modes or devices used to communicate like the telephone, telex and fax business information can be provided and obtained economically or cheaply and conveniently or easily through letters.

4. Create and maintain good will

Sometimes business letters are written to create and enhance goodwill or kindness. Businessmen at times send letters to enquire about complaints and suggestions of their customers. They also send letters to inform the customers about the availability of a new product, clearance sales and discounts. All these result in a cordial or a pleasant relationship with the customers which enhances the goodwill of the business.

5. Help in the expansion of the business

A business requires information regarding competing products prices and promotion and marketing activities. If the trader has to run from place to place to get information, he will end up doing nothing. It will simply result in loss of time. But through business letters, he can make all enquires about the products and the markets. He can also receive orders from different countries and enhance sales.

Activity 11.1:   Complete the activities given below.

1. Explain what a business correspondence is.
_____
_____

2. Fill in the table by stating and explaining the five (5) importance for business correspondence.

Importance of business correspondence	Explanation
1.	
2.	
3.	
4.	
5.	

Types of Business Correspondence and their Functions

There are four types of business correspondence.

1. Business Letters

Business letters are the most formal method of communication following specific formats or styles. You can turn to Lesson 10 to see the format or style of a business letter. Business letters are addressed to a particular person or organisation.

A good letter follows the seven C's of communication.

I have heard of the 7 C's in communication but what are they?

The seven C's in communication actually refers to the words that starts with letter 'C' that help communication to flow smoothly.

(a) Clear: The Information given to others must be clear. There should be no spelling and grammatical errors.

(b) Concise: The information you are giving must be straight to the point. Do not give more or less information.

(c) Concrete: The information you are giving must be real or something that is happening in the business.

(d) Correct: The information given must be correct.

(f) Coherent: The information given must be clear and logical or in order so that the recipient is able to understand it. They might be reading four to five times trying to understand something which is in fact simple.

(g) Complete: Full information must be given to the intended person so they do not have to do incomplete tasks.

(h) Courteous: Information must be addressed politely or nicely to the recipient. Recipient refers to the person receiving the letter.

There are six types of business letters and they are;
1. Letters of enquiry   4. Letters of approval or dismissal
2. Letters of claim or complaints   5. Letters of recommendations
3. Letters of application   6. Letters of sale

Official letters can be handwritten or printed. Modernisation has led to the use of new means of business correspondence such as e-mails and faxes.

2. Business memorandum or memos
Memorandum refers to a document used for internal communication. It may be drafted by the management and addressed to other employees. It informs those in the organisation of what is happening within the organisation itself.

3. Business Faxes
Facsimile or the fax machine is used to send information to other people in other areas who receive printed information on paper through their facsimile machine.

4. Business e-mails
E-mail refers to information typed and sent electronically by computers, mobile phones, and laptop or notebook. They are connected through the vsat. You can turn to Lesson 7 to recap on what vsat is about.

Now, turn to the next page to see what an e-mail looks like.

SAMPLE E-MAIL
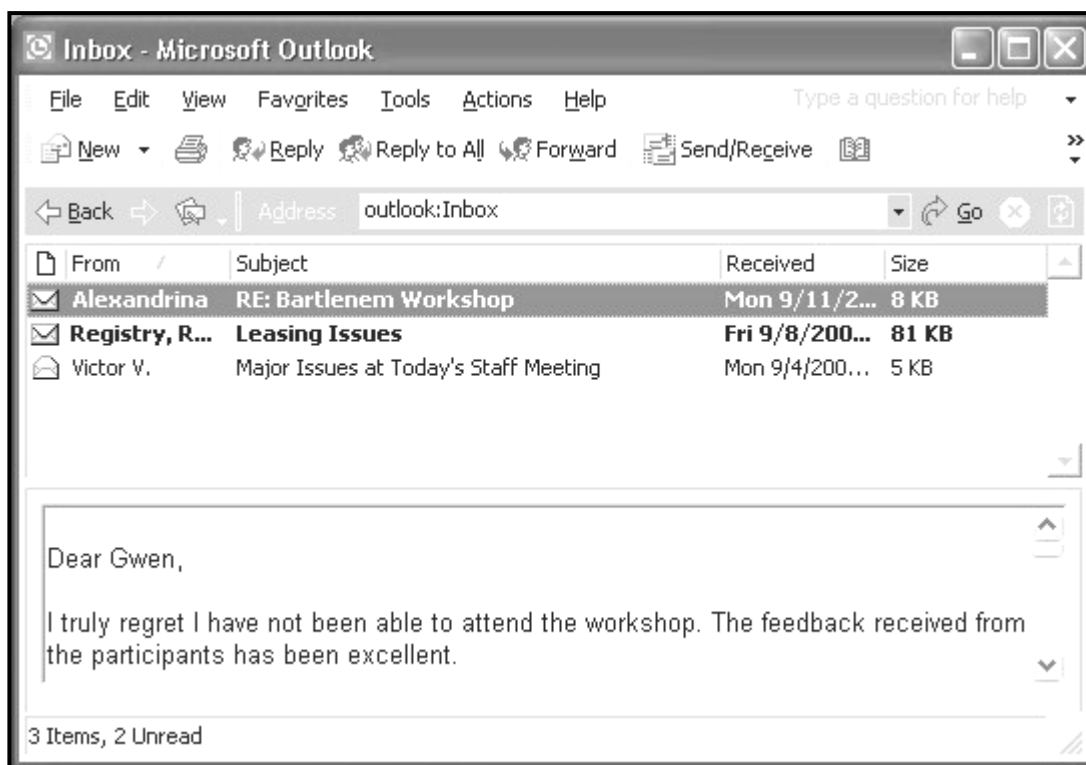
Source: Internet 2015

When people are e-mailing they send messages to each other through electronic addresses they are given. Example of e-mail addresses are dpayok@edu.gov.pg or lmurau@digicel.com.pg.

Look at the sample of an e-mail given above. The person who has written the message is Alexandrina. How do you know it is Alexandrina? This is because where the name Alexandrina is an envelope shows her name with the title RE. Bartlenem Workshop. Gwen is the receiver of the message or the e-mail since the e-mail reads Dear Gwen and is making reference to a workshop. Gwen sees the e-mail as given in the sample on her computer or laptop screen.

Activity 11.2:   Complete the activity given below..

List the seven C's of good business communication.

1. _____   4. _____   6. _____
2. _____   5. _____   7. _____
3. _____

Other Business Correspondence

Other business correspondences are business newspapers, magazines and journals. These are not used often. Another business correspondence includes circulars. What are circulars? They are reprinted advertisements or notices given or sent to a large number of people for them to read. Circulars can be distributed between sections, divisions, departments or within institutions or even for the country to see.

Following is an example of a circular from the Department of Education.

A SAMPLE CIRCULAR

Papua New Guinea
Department of Education

DEPARTMENT OF EDUCATION
WAIGANI

PUBLIC NOTICE
2011 NEB MAXIMUM SCHOOL FEE LIMITS

This notice explains the 2011 Maximum School Fees set by the National Education Board (NEB).

MAXIMUM SCHOOL FEE LIMITS FOR 2011

The NEB has decided that the Maximum School Fee Limits for 2011 will remain the same as for 2010 for all institutions. The NEB made the decision based on the outcomes of the latest survey "Parental School Fees Affordability Study" (2009) which ascertained various hardships parents were experiencing living beyond their means.

The NEB sets maximum school fee limits in order to guide the provincial education authorities and The Department of Education Divisions to set realistic fees. The 2011 school fee limits take into account the rise in the prices of goods and services, the effects of inflation and also the need to keep the cost to parents as low as possible, but at the same time to provide schools and colleges with sufficient funds for their operational costs.

This decision applies to national institutions (including institutions in the National Capital District) and provincial institutions in provinces where a current Provincial Education Act is not applicable. The table below show the maximum fee limits.

(a) Elementary, Primary, Vocational Centres, Secondary/NHS and FODE

School level	NEB Maximum Fee Limits (K)
Elementary (Pre – Gr. 2)	No Parents Component
Primary Gr. 3 -6	230
Primary Gr. 7 -8	230
Secondary/ Vocational Gr 7 -10 (Day)	750
Secondary/ Vocational Gr 7 -10 (Boarder)	1,100
Secondary/ National High schools Gr.11 – 12 (Day)	800
Secondary/ National High schools Gr.11 – 12 (boarder)	1,300
FODE (per subject)	80

 Activity 11.3:   Complete the activity given below.

Refer to the circular above to answer the questions given below.

1. Who put out the public notice? _____
2. Who is the information intended for? _____
3. What is the message? _____

Summary:

You have come to the end of Lesson 11. In this lesson, you learnt that;

- Business correspondence refers to communicating or exchanging information in a written form for business activities.
- Importance of business correspondence are;
  1. maintains good relationship
  2. serves as evidence
  3. inexpensive and convenient mode
  4. creates and maintains good will
  5. helps in the expansion of the business
- The four common types of business correspondence are the business ;
  1. letter
  2. Memorandum or memos
  3. faxes
  4. e-mails
- Other business correspondences are business newspapers, magazines, journals and circulars.
- The Business must follow the seven C's of business communication in order for their correspondence to be effective.
  - Clear   - Concrete   - Coherent   - Courteous
  - Concise   - Correct   - Complete

NOW DO PRACTICE EXERCISE 11 ON THE NEXT PAGE

Practice Exercise 11

1. Fill in the table by listing and explaining the four types of business correspondence.

Types of business correspondence	Explanation
1.	
2.	
3.	
4.	

2. Write the correct letter of the explanation to the given words in the column provided in the middle.

7 C's	Answer	Explanation
Clear	_____	A. Recipient should be happy to read the information
Concise	_____	B. Information must flow smoothly and in order
Concrete	_____	C. Do not leave out any information you want to give
Correct	_____	D. Stick to the main information and don't give unnecessary information
Coherent	_____	E. Information of value must be given to the recipient
Complete	_____	F. The information given must not mislead the receipient.
Courteous	_____	G. Avoid grammatical error

3. Why is it important that the seven C's of written communication be taken note of when writing business letters?
_____
_____

4. E-mail is short for _____.

5. How important is e-mail to business?

_____
_____

6. Explain how an e-mail works.

_____

_____

_____

7. Name the other types of business correspondence that are used by businesses.

_____

_____

_____

_____

_____

CHECK YOUR WORK. ANSWERS AT THE END OF TOPIC 2

Lesson 12: Writing Business Letters

Introduction:
Welcome to Lesson 12. It is the last lesson for Topic 2. In the previous lesson you learnt about other business correspondences. In this lesson you will learn the different styles or format of writing business letters. This will enable or help you to write good business letters.

Your Aims:
- Identify the different writing styles
- Illustrate the different writing styles
- Write business letters using the different writing styles

Business Letter Writing Styles or Format

When writing business letters you must know the format or the style you are using. You have studied the parts of a business letter in Lesson 10. Here, you will learn about the different formats or styles that you should use when writing a business letter as a business person or customer of a business.

Most business letters must include a return address (letter heads or your name and address), date, an inside address (receiver's name and address), a salutation, body paragraphs and a closing.

There are actually four basic business letter formats.

Letter Format		Features
1. Full Block		All letter parts begin at the left margin.
2.Modified or Semi-Blocked	(i)Indented paragraphs	Date, signature and closing begin at the horizontal centre of the page. All body of the letter are indented.
	(ii)Blocked paragraphs	Date, signature and closing begin at the horizontal center of the page. All body paragraphs begin at the left margin.
3. Simplified		All letter parts begin at the left margin. This format includes a subject line but omits or leaves out the salutation and signature.

Of these four business letter styles the two that are for writing professional business letters are the block and the indented or semi-blocked form. From these two styles or formats, the block form is used more often than the indented or semi-blocked form. However, we will look at these two styles of business letters.

Sample of the Writing Style or Format

The two writing styles or formats are as follows.

1. Full Blocked

This is the most common style for a business letter. This letter style has all paragraphs beginning from the left margin. We can correctly say that the paragraphs are blocked from the left. When signing off the letter, it is done at the left end side.

Blocked layout is commonly used because it is easy and convenient to use.

Below, shows you an illustration of a full blocked style or format of a business letter.

A FULL BLOCKED FORMAT

GCL
GEREHU CONSTRUCTIONS LTD
PO Box 72 Gerehu NCD Telephone: 326 0325 Fax: 326 1414
Email: inquiries@Bushland.com.pg

20th June 2015

Mr Willie Ango
Waimland Hotel
Po Box 949
Waigani
NCD

Dear Mr Ango

Reservation for Staff Training Program

I would like you to reserve your Conference Room for our next staff training program.

The training programme begins on 25th October 2015 and ends on 31st October 2015. The number of participants will be twenty five including the trainers. During this period you need to provide morning tea, lunch and afternoon tea for the participants.

I would appreciate if you could make the reservation and send me a quotation including the menu.

Please feel free to contact me if you have any queries. I take this opportunity to remind you of the excellent services you provided to the participants at the previous training programme. I look forward to hearing from you.

Yours sincerely,

Pato Sauwii

Pato Sauwii (Mr)
Human Resource Manager

2. Modified or Semi-Blocked indented paragraph

This is the second type of layout. It is referred to as indented layout because letters have indented paragraphs. The signature of the writer appears in the centre of the bottom of the page. Businesses use less of this style.

Following is the format of the modified or semi blocked indented paragraphs. The sample will also help you to understand the word indent.

MODIFIED OR SEMI-BLOCKED INDENTED PARAGRAPH

GCL
GEREHU CONSTRUCTION LTD
PO Box 72 Gerehu   Telephone: 326 0235 Fax: 326 1414
Email: psauwii@gerehuconst.com.pg

12th October 2011

Mr Willie Ango
Waimland Hotel
Po Box 949
Waigani
NCD

Indent paragraph means the sentence does not start at the left hand in line with the word reservation but starts four to five spaces away from the starting point. The same happens for the next three paragraphs.

Dear Mr Ango

Reservation for Staff Training Program

    I would like you to reserve your Conference Room for our next staff training program.

    The training programme begins on 25th October 2015 and ends on 31 October 2015. The number of participants will be 25 including the trainers. During this period you need to provide morning tea, lunch and afternoon tea for the participants.

    I would appreciate it if you could make the reservation and send me a quotation including the menu.

    Please feel free to contact me if you have any queries. I take this opportunity to remind you of the excellent services you provided to the participants at the previous training programme. I look forward to hearing from you.

Yours sincerely

Pato Sauwii

Pato Sauwii (Mr)
Human Resource Manager

Activity 12.1:   Complete the activities given below.

1. Name the four business letter formats.
(a) _____ (c) _____
(b) _____ (d) _____

2. Which of these two are used because of their professional approach?
_____

Summary:

You have come to the end of Lesson 12. In this lesson you learnt that;

- Business letters must follow a format or style.
- There are about four formats or styles that can be used to write business letters.
  1. Full Blocked
  2. Modified or semi-blocked indented paragraphs
  3. Modified or semi-blocked paragraphs
  4. Simplified
- There are two main writing styles or layouts of business letters. These are;
  1. Full Blocked
  2. Modified or Semi - Blocked indented paragraphs
- The Blocked layout has all paragraphs beginning from the left margin. The paragraphs are blocked from the left. When signing off, it is also written on the left end side.
- The modified or semi- blocked indented paragraph letter has indented paragraphs. The signature of the writer appears in the centre of the bottom of the page.
- The full blocked format is common now because it is easy and convenient to use.
- Semi blocked layout is not so much used today.
- These two formats are used because of their professionalism.
- Professionalism refers to something done very well. So in this case using these layouts will present the information in an outstanding way capturing the attention of the readers.

NOW DO PRACTICE EXERCISE 12 ON THE NEXT PAGE

Practice Exercise 12

1. Explain the difference between the full blocked letter and the modified or semi-blocked indented paragraph business letter.

_____
_____
_____

2. State the importance of using the full blocked format and modified or semi-blocked indented paragraphs for business letters.

_____
_____

3. (a) Using the given information, write out a business letter using the full blocked format or style. Refer to the example given in the lesson to help you do this exercise.
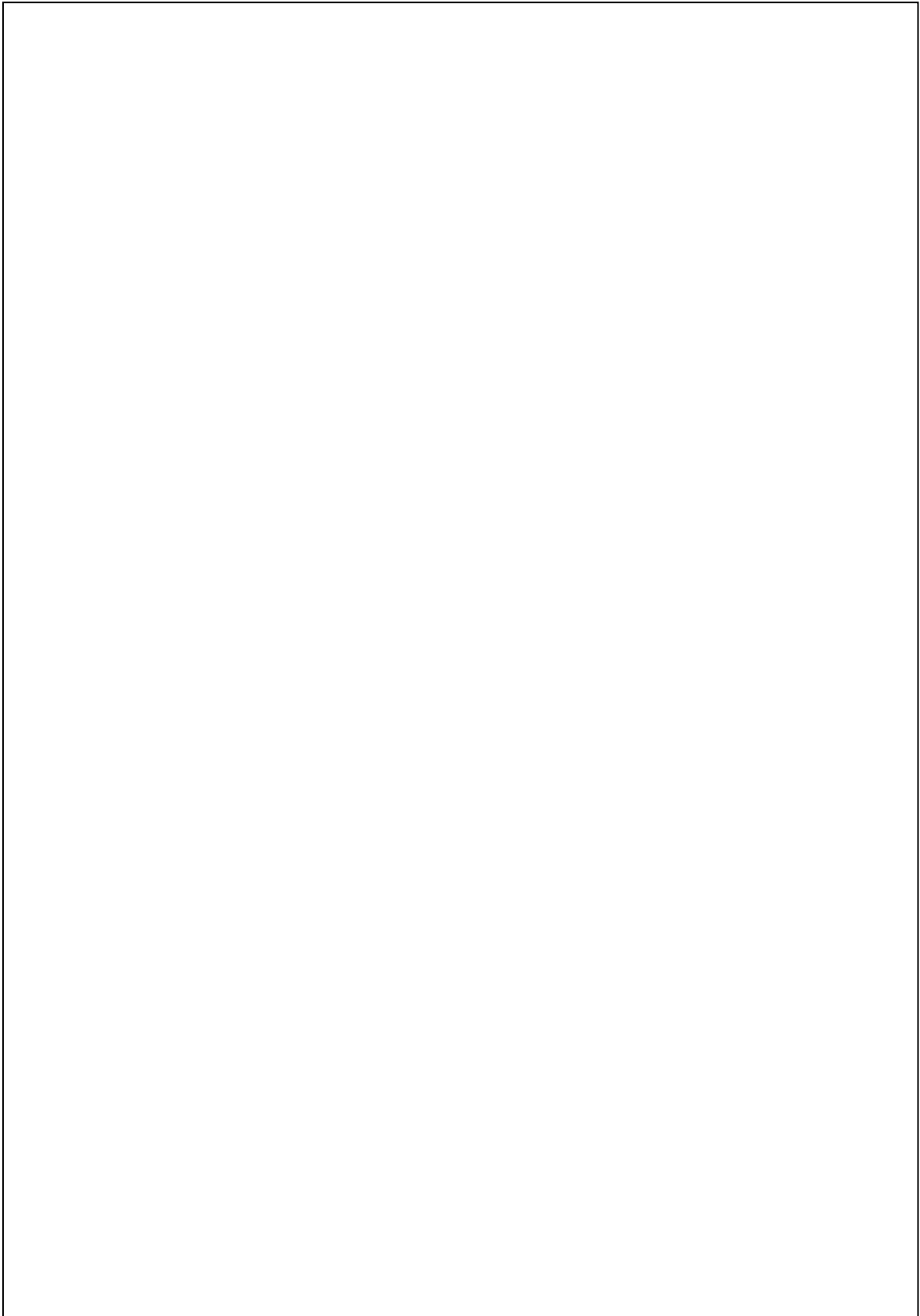
Letter head:	NEW BRITAIN GENERAL MERCHANTS MANGO AVENUE RABAUL PO BOX 129 Ph: 923456
Date:	10th September 2015
Inside address:	PNG Catering Equipment POBOX 1382 Port Moresby
Salutation:	Dear Sir / Madam
Subject:	Price list and Brochure
Body:	I would be pleased if you send me a copy of your current price list and brochures if available, on catering equipment stock of your firm.
Close:	Please feel free to contact me if you have any queries. I look forward to hearing from you. Yours faithfully,
Writer's name:	Robert Ganeki
Writer's designation:	Proprietor

Write your letter in the space provided on the next page.

(b) Using the given information, write out a business letter using the modified or semi-blocked paragraph style or format. Refer to the example given in the lesson to help you do this exercise.

Letter head:	NEW BRITAIN GENERAL MERCHANTS MANGO AVENUE RABAUL PO BOX 129 Ph: 923456
Date:	10th September 2015
Inside address:	PNG Catering Equipment PO BOX 1382 Port Moresby
Salutation:	Dear Sir
Subject:	Order NO 748
Body:	We would like to order the following catering equipment at the prices quoted in your price list: 25 victories Chef Knives @ K22 8 Ice makers; model J233@ K950 2 dish washers@K1820 2 refrigerated display cabinets@K2800
Close:	Would you kindly inform me of the cost of shipping the above items to Rabaul. Please confirm receipt of this order, indicating when the delivery can be expected. Yours faithfully
Writer's name:	Robert Ganeki
Writer's designation:	Proprietor

Write your letter in the space provided on the next page.

CHECK YOUR ANSWERS AT THE END OF TOPIC 2 ON PAGE 117

ANSWERS TO

TOPIC 2

PRACTICE EXERCISES

Answers to Practice Exercises 8 – 12
Practice Exercise 8

1.

ORDER FORM

<table>
<tr><td colspan="2" align="center">**ORDER FORM**</td><td>No: _____</td></tr>
<tr><td>To:</td><td>Mr Willie Dennis
PO BOX111
Boroko
NCD</td><td>Zachary Suwii
PO BOX 222_
Telefomin
Sandaun</td></tr>
<tr><td></td><td></td><td>Date: 29/4/2015</td></tr>
</table>

Please supply the following goods:

QTY	DESCRIPTION	PRICE	VALUE
40	Business Practice in PNG by S. V. Harcourt	K155.00	K6200.00
60	Commerce and Development in PNG by S. V. Harcourt	K195.00	K7800.00
40	Commerce for Melanesia by Trevor Tindal	K200.00	K8000.00
3	Business Studies, Teacher's Guide	K50.00	K150.00

Total   K22 150.00

Signed: *Willie Dennis*

2. *E-business or e-commerce is a way in which a business does its business activities electronically through the use of internet service or from its computers or laptops. It speeds up the ordering and the delivery of goods.*

Practice Exercise 9

Answers:

1. Letter of Enquiry	D	A request for information about goods available and their prices
1. Quotation	M	A list of goods and their prices
2. Order	I	A request for certain goods to be supplied
3. Delivery Note	O	A document sent with goods being despatched by the supplier
4. Consignment Note	L	A document with the list of goods despatched by freighting businesses
5. Invoice	K	A bill requesting payment for the goods supplied
6. Credit Note	R	A document raised when the total on the invoice exceeds the actual amount owed
7. Statement of Account	Q	A document that summarises the transaction between the buyer and the seller over a period of time
8. Receipt	S	A document written to state that money has been paid
9. Ex-factory	B	Indicates that the supplier will not pay for the cost of Transportation
10. Carriage Paid	E	Indicates the supplier will pay for the transportation Costs
11. E & O E	P	This indicates that any error on the invoices can be corrected by the supplier
12. Pro-forma Invoice	A	A document issued when payments should be made before goods are supplied
13. Trade Discount	H	Reduction in the prices when dealing with other businesses who buy in large quantity
14. Cash Discount	F	Reduction in the prices given to encourage early settlement of accounts
15. Acknowledgement	G	Information received in response to a letter of enquiry

Practice Exercise 10

1.

Your made up name and address

Jefferson Gubon
PO Box 35
Waigani
NCD

12th May 2015

The Sales Manager
PO BOX 38881
Boroko
NCD

Dear Sir/Madam,

Subject: Order for Building Materials

Thank you for the quotation sent last week. I am placing orders for the following items for the extension to my office building.

5 x post (iron posts 3m×2)	*K165 each*
20 x strip (2m ×1.5mm)	*K5.50 each*
12 x corrugated iron roof (3×5mm)	*K13.00 each*

Enclosed is the total sum of the money for the materials.
Thankyou very much and waiting your quick response.

Yours faithfully,
Jefferson Gubon
Jefferson Gubon
Accountant

Practice Exercise 11

1.

Types of business correspondence	Explanation
1. Business letters	Letters written and exchanged between the buyer and seller and vice versa. For example, The Letter of enquiry from the buyer to the seller.
2. Business memorandum or memo	Letters written by superiors like managers to the subordinates like the workers to inform them of internal issues of the organisation. For example, No betelnut chewing in the work premises.
3. Business Faxes	Letters or other documents sent to others who live in other areas through the fax machine. They receive this information in a printed document from their fax machines. For example, sending information from Port Moresby to Lae or Rabaul.
4. E-mail	Letters sent to others using computers, laptops or mobile phones. Information is sent through a network on the internet from the Vsat.

2.

7 C's	Answer	Explanation
Clear	_A_	A. Recipient should be happy to read the information
Concise	_D_	B. Information must flow smoothly and in order
Concrete	_E_	C. Do not leave out any information you want to give
Correct	_F_	D. Stick to the main information and don't give unnecessary information
Coherent	_B_	E. Information of value must be given to the recipient
Complete	_C_	F. The information given must not mislead the recipient.
Courteous	_A_	G. Avoid grammatical errors

3. *Because it will help the business to rely on the correct information for the recipient thus helping the business to operate efficiently.*

4. *Electronic mail*

5. *It helps the business to receive quick responses and saves time for moving around trying to post letters. That time can be put to good use for the business.*

6. *E-mail works through a network. This network is made possible through the connection of a Vsat. The Vsat receives information from the satellite and makes it possible for the sender and receiver of information to communicate with each other.*

Both the sender and the receiver communicate through the use of computers, laptops and mobile phones.

7. *Business newspapers, magazines, journals and circulars.*

Practice Exercise 12

1. *Full blocked business letter has its address, date, body of the letter and signature all starting on the left hand side of the letter .Whilst modified or semi-blocked the indented paragraph has its body indented and closing and the signature is written at the centre bottom of the letter.*

2. *Because it makes the letter look professional meaning the layout of the business letters will be presentable and give a good impression of whoever has written the business letter.*

3. (a)

NEW BRITAIN GENERAL MERCHANTS
MANGO AVENUE
RABAUL
PO BOX 129
Ph: 923456

10th September 2015

PNG Catering Equipment
PO BOX 1382
Port Moresby

Dear Sir / Madam

SUBJECT: PRICE LIST AND BROCHURE

I would be pleased if you could send me a copy of your current price list and brochures available on catering equipment stocked by your firm.

Please feel free to contact me if you have any queries. I look forward to hearing from you.

Yours faithfully,

Robert Ganeki

Robert Ganeki
Proprietor

(b)

NEW BRITAIN GENERAL MERCHANTS
MANGO AVENUE
RABAUL
PO BOX 129
Ph: 923456

10th September 2015

PNG Catering Equipment
PO Box 1382
Port Moresby

Dear Sir,

SUBJECT: ORDER NO 748

We would like to order the following catering equipment at the prices quoted in your price list:
25 victories Chef Knives @ K22
8 Ice makers; model J233 @ K950
2 dish washers @ K1820
2 refrigerated display cabinets @ K2800

Would you inform me of the cost of shipping the above items to Rabaul?

Please confirm receipt of this order, indicating when delivery can be expected.

                        Yours faithfully

                        Robert Ganeki
                        Robert Ganeki
                        Proprietor

REVISE TOPIC 2 AND DO TOPIC 2 TEST

IN YOUR ASSESSMENT BOOK 4

TOPIC 3

BUSINESS MEETINGS AND RECORDS

In this topic you will learn about;

- **What a Business Meeting is**

- **Meeting Procedure and Meeting Minutes**

- **Filing Method**

- **Filing System**

TOPIC 3: BUSINESS MEETINGS AND RECORDS

Welcome to Topic 3 'Business Meetings and Records'. In this topic you will learn about business meetings, procedures and the importance. You will also learn about the filing methods and systems.

This Topic contains four lessons.

Lesson 13: What is Business Meeting?
This lesson will define business meetings, the importance, the different types of business meetings and the procedures to be taken to prepare for meetings. It also identifies the advantages and the disadvantage of business meetings.

Lesson 14: Meeting Procedures and Meeting Minutes
This lesson discusses meeting procedures, meeting minutes and the roles of a chairperson in a meeting. It also teaches the different parts of the meeting to be minuted and the importance of taking accurate notes.

Lesson 15: Filing Methods
This lesson will cover filing and its importance and the different types of filing.

Lesson 16: Filing Systems
This lesson defines filing systems. It also identifies the different filing systems and their advantages and disadvantages.

Lesson 13: What is a Business Meeting?

Introduction:

Welcome to Lesson 13. This lesson will introduce you to topic 3 which is 'Business Meetings and Records'. In the previous lesson you learnt about writing business letters. You learnt that writing business letters can help you to report about the business to people who are involved in the business as well as those who are interested. In this lesson you will learn about business meetings, their importance and purposes.

Your Aims:

- Define business meetings and their importance
- Identify the different types of business meetings
- Identify what must be done in preparation for a meeting
- Identify and discuss the advantages and disadvantages of business meetings.

Business Meetings and the Importance

Meetings are also important ways to communicate. People meet in order to solve problems and come up with solutions or ways to solve these problems. What is a meeting? Meeting is an occasion or event where people gather together to discuss something.

A meeting can either be productive or destructive. It may achieve its aim or it may not. It is worth remembering that when people meet they affect each other in one way or another. At worst, the participants feel that the meeting may have been a waste of time, or they might even feel frustrated and angry. At best, there is a feeling of satisfaction that the intended business was achieved.

What is a business meeting?

A business meeting refers to people coming together to discuss business issues.

With the introduction of modern technology, businesses can now have group meetings online. This means they can communicate with their business partners in other parts of Papua New Guinea as well as other parts of the world through video conferencing or teleconferencing. With video conferencing they can see each other on the screen wherever they are and discuss the issues of the business. This has helped to cut down the cost of the business travelling to and fro and at the same time saving time.

Turn to the next page to see the importance of business meetings.

The importance of business meetings are as follows;

1. Better decision making
When people give ideas from their perspective or point of view about a particular issue being discussed, decisions can be reached which will benefit the business and everyone.

Now, look below to see a meeting in progress.

The photograph above shows a meeting in progress.
(Source: Book Business Practice in PNG-O'Neil.)

2. Maintain trust and reach a consensus
A Business person must involve his or her employees or workers in decision making. This will boost the morale of the workers and encourage them to participate actively and meaningfully in the meeting leading. When a decision is made, everyone must agree. This is called a consensus. A Consensus refers to a general agreement reached by everyone. Sometimes a few needs of the workers may not be met satisfactorily.

3. Achieve better understanding of problems and issues
For any problems or issues that arise in the business everyone has to work together to solve these problems and issues. One person's idea may not work well therefore everyone must give their ideas which will bring greater benefits for the business.

4. Resolve conflicts
Trying to solve conflicts individually can at times bring even more problems for the business. Therefore, a business person must solve this conflict with everyone through a meeting. Those not part of the conflict can suggest better ways to solving these conflicting issues.

5. More thorough follow-up and follow-through
Meetings help everyone in the business environment to take note of what has been mentioned and try to achieve the desired goals of the business. The manager must follow up from time to time. It is rewarding for the business if everyone puts into action what they have been told to do.

Activity 13.1:   Complete the activities given below.

1. Define
(a) Meeting _____
(b) Business meeting _____
_____

2. List the five (5) importance of business meetings.
(a)_____ (d) _____
(b) _____ (e) _____
(c) _____

Types of Business Meetings

Meetings vary between different types of organisations. There are two categories of meetings. The formal and informal meeting.

Formal Meetings
Formal meetings follow strictly defined rules or procedures. A meeting without defined rules and procedures will result in chaos and the business objective of the meeting will not be achieved. A successful formal meeting should have notices served to the participants in advance notifying them about the order of the meeting; agendas, minutes and chairperson's framework so there is control. All discussions will be in order to achieve the intended aim of the meeting.

Informal Meetings
Informal meetings are discussions among colleagues. This type of meeting does not strictly follow the specific rules of a meeting. Informal meetings are usually conducted by the same person who called the meeting. That person communicates as a communication facilitator and all attendees should have input. It is often necessary for the person chairing the meeting to request for information from participants and also allocate specific tasks and s/he keeps the record to follow up on actions or allocated duties.

Categories of Business Meetings	Types of Meetings and Explanations
1. Formal	*(a) Annual General Meetings or AGM.* The meeting is between the management of the company and the shareholders who are the owners of the company.
	(b) Extraordinary General Meetings or EGM. This meeting is convened or called when there is an urgent matter to be solved by the company for example, fraud by senior management.
	(c) Board meetings: These meetings are for the board members of the business like the directors, chief executive officers and managers to discuss the aims and goals of the business.
	(d) Committee meetings: These are meetings involving a

	group of people who have been drawn or taken out from a large group for the purpose of managing specific issues. For example, the social committee to discuss social issues of workers such as end of year or quarterly year sports for health and fitness. *(e) Management meetings:* These meetings are for managers of different sections and levels in the business organisations. For example, the meeting will involve senior management team, while others will involve middle management or cover both groups. *(f) Department meetings:* These are for all members of a department to attend the meeting and discuss pressing issues of the department. (g) *Steering group meetings:* These meetings are to see the overview of a project. The group is usually composed of senior executives, project leaders and external or outside advisors to the business organisation. (h) *Project team meetings:* These meetings involve those in the project teams. Project teams are formed for all manner of reasons. In a large organisation there may be many different projects being carried out at the same time. For example, large projects such as the implementation of a new IT system, which would necessarily involve the establishment of sub-groups to handle different aspects or parts of the project.
2. Informal	*(a) Team briefings:* These meetings are held by the team leaders to discuss issues with the members of the team like the progress review of the work, allocation of work to individuals, what objectives to achieve and how to achieve them without experiencing problems. Meeting minutes are not necessarily required. (*b*) *One-off informal meetings:* These can take place anywhere at any time. They may be informal discussions between one or two employees or a small group. It would be very unusual for any notes to be taken at gatherings like this, but this does not mean that such meetings carry no values. Some of the most creative ideas are often generated or gathered over a cup of coffee.

Activity 13.2:   Complete the activity given below.

Explain the difference between formal and informal meetings.

Preparation for a Meeting

In preparation for a formal meeting the person organising the meeting should make sure important documents for the meeting are prepared and delivered or given to participants before the actual meeting date. The following must be done.

1. Schedule the meeting
This means that when you are planning for the meeting ensure that there is enough time to cover all the agenda items to be discussed. For example, 40 minutes or an hour. Invite only those whose attendance is absolutely necessary.

2. Issue Notice
Notice refers to written announcement or invitation for a meeting. It should be sent out to those attending the meeting beforehand. This is to inform the participants where and when the meeting will take place. The participants will also be asked to give their agendas. The notice will give the date, time and place of the meeting and the deadline for submitting agenda items.

Every organisation has its own rules and regulations stating when a notice should go out or dispersed to the participants.

<div style="border:1px solid black; padding:10px;">

<div align="center">
PNG LIFE INSURANCE
POBOX 143 BOROKO
NCD
</div>

From: The Manager
Date: 14/05/2005
<u>Subject: Meeting No 2.</u>
This is to inform you that our meeting number 2 will be in the conference room at 9.00am on Friday 16th May 2015.
Please submit your agendas by 4.06pm on Wednesday 15th May 2015. Be prompt for the meeting.
By order of the Management
Mr M Maiok

</div>

 The above document shows a notice. (Source: Doris Payok- 2015)

3. Issue Agenda and previous meeting minutes
An agenda refers to an outline of items listed in order of importance that are to be discussed at a meeting. The word agenda is a Latin word meaning 'things to do'. All

agenda items should be taken from the participants prior to the preparation of the agenda. Agendas vary or differ with the type of meetings held.

The main purposes of an agenda in a business meeting are to;
- provide a running order for the meeting
- help participants prepare themselves
- give the chairperson a framework of the meeting
- ensure that the intended motive of the meeting is achieved.

Here, are the main parts of an agenda for a meeting.
1. Apologies for absence
2. Minutes of previous meeting
3. Matters arising from minutes
4. Items received from members
5. Correspondence
6. Any other Business (AOB)
7. Date of next Meeting

The agenda is sent out sometimes with the notice of meeting. However, sometimes the notice will be sent before the agenda. This is to give members time to have all items included on the agenda.

Minutes

Minutes refer to a written record of the previous meeting. They are a formal written account of the events of a recently held meeting recorded in clear language. The order of the minute items should follow the order of the agenda in the recent meeting.

In most organisations the minutes of the recent meetings are sent soon after the meeting or together with the agendas for the next meeting. It is the responsibility of the person calling the meeting to prepare and send out the minutes well in advance before the next meeting is called.

Advantages and Disadvantages of a Business Meeting

Business meetings are a necessary part of operating in a professional or working environment. They allow for time for discussion among staff, share ideas to emphasise or talk more about team work and inform employees or workers and management of new developments within the company or among clients or customers. However, there are advantages and disadvantages to business meetings.

Now, look below to know more about the advantages and disadvantages.

ADVANTAGES AND DISADVANTAGES OF A BUSINESS MEETING

Advantages	Disadvantages
1. Sharing of information It provides the opportunity to share information among the employer and employee. *2. Encourages team work* It is the right time for the staff or managers to be encouraged in working as a team to reach the goals and objectives of the business. Here people working at the same level can brainstorm ideas on how they can best work together at their level to contribute effectively to the business.	*1. Time* Meetings can be time consuming. If decisions are not reached, time may be extended. This means less productivity for the business since that time could have been used to produce something for the business. *2. Lack of leadership* There has to be someone who control the meeting. A weak leader may not be able to lead the meeting to a conclusion. Ideas brought up, though good, maybe out of the topic and not part of the agenda. This leads to the meeting running longer than it expected.

Summary:

You have come to the end of Lesson 13. In this lesson, you learnt that;

- A business meeting is one formal way of communication where members of a business organisation contribute their ideas collectively on issues and decisions affecting the organisation.
- Generally there are two types of meetings: Formal and Informal.
- Formal meetings include; Annual General Meetings, extraordinary meetings, board meetings, management meetings, committee meetings and, steering group meetings, project team meetings and department meetings.
- Informal meetings include team briefings and one off informal meetings.
- A good and successful meeting is a result of good preparation before the meeting itself. Notices, agendas and minutes are served to members before the meeting which guide the meeting.

NOW DO PRACTICE EXERCISE 13 0N THE NEXT PAGE

Practice Exercise 13

Use the sample meeting notice given to answer the questions below.

BHP

The Broken Hill Proprietary Company Limited
Australian Company Number 004 028 077
BHP Tower – Bourke Place
600 Bourke Street
Melbourne Victoria 3000 Australia

Notice is hereby given that the Annual General Meeting of The Broken Hill Proprietary Company Limited will be held at the Brisbane Convention & Exhibition Centre, cnr Merivale and Glenelg Streets, Southbank, Brisbane on Tuesday 23 September 2011 at 1.30 pm.

Business and Special Business

Item 1:

To receive and consider the Financial Statements and the Reports of the Directors and of the Auditor in respect of the year ended 31 May 2011

Item 2:

To elect and re-elect Directors
In accordance with Article 71 of the Company's Articles of Association, Mr D R Argus retires and offers himself for election.
In accordance with Article 85:
(a)   Mr J C Conde retires and offers himself for re-election;
(b)   Mr M A Chaney retires and offers himself for re-election;
(c)   Mr J B Gough retires and offers himself for re-election.

In accordance with Article 39, the Board has determined that a person's entitlement to vote at the Annual General Meeting will be the entitlement of that person set out in the Register of Shareholders as at 2.30 pm on Sunday 21 September 2011

By order of the Board

J R McGREGOR
Secretary
20 August 2011

(a) Who is the person responsible for issuing the meeting notices?

(b) How many agendas are there on the notice? List them down.

(c) State the date and time this Annual General Meeting (AGM) will be held?

(d) Does the meeting notice serve its purpose? Explain your answer.

CHECK YOUR ANSWERS AT THE END OF TOPIC 3

Lesson 14:   Meeting Procedures and Meeting Minutes

Introduction:
Welcome to Lesson 14. In the previous lesson you learnt about business meetings. You learnt that meetings are held to address or help solve problems faced by the business or discuss somethings and make decision for the business. In this lesson, you will learn about meeting procedures and meeting minutes. You will find out the ways or steps in which a meeting is conducted or held.

Your Aims:
- Discuss meeting procedures and meeting minutes
- Identify the roles of a chairperson in a meeting
- Identify meeting procedures in a meeting
- Identify parts of a meeting that are minuted
- Discuss note taking and its importance in accurate minutes taking

Meeting Procedures and Meeting Minutes

All businesses when conducting business meetings must have procedures in place. As you have studied in Lesson 13, it must start right from the planning to the actual meeting.

Can you define meeting procedures and meeting minutes?

Meeting procedures refer to steps or guidelines followed when conducting a meeting to help achieve the intended purpose for that meeting. Meeting minutes are written record of the meeting.

The meeting is said to be successful when the intended outcome is achieved by following the correct meeting procedures. You will learn in detail the procedures of meetings as you proceed through the lesson.

Activity 14.1:   Complete the activities given below.

1. Define
(a) Meeting procedures
_____

(b) Meeting minutes
_____

2. Why is it important to follow procedures?

The Role of a Chairperson

A chairperson is someone who controls a meeting. All members or participants making statements must go through the chair. The chairperson can be a male or female. The female chair person can be addressed as madam chair and male chairperson can be addressed as chairman. "Through the chair" simply means every member making a statement must address the chairperson.

The chairperson is the key person in a meeting and these are the roles of the chairperson;

1. Ensures that the meeting is convened properly. Convene means to come together.

2. Ensuring that a resolution or agreement has been reached

3. Encourage discussion and maintain control at all times

4. Adjourn the meeting if control is not possible.

5. Suggests when a motion should be presented.

6. Keep discussion focused and ensures that the meeting starts and finishes on time.

7. Summarises discussion on each agenda.

The chairperson's task is mainly controlling the meeting so it achieves its objective.

Activity 14.2: Complete the activity given below.

(a) Explain what it means to speak "through the chair"?

Meeting Procedures

As learnt earlier businesses must have meeting procedures in place.

What are the procedures to follow when conducting a business meeting?

The following are the general procedures that businesses must follow when conducting their formal business meetings.

1. Welcome and opening
Any meeting is formally declared open by the chairperson with his opening welcome and remarks. The secretary or someone present in the meeting is appointed as the minute taker.

2. Attendance and Apologies
The names of the people present in the meeting are listed including those people who tendered or sent in their apologies that they are unable to attend the meeting. People who do not send their apologies are listed as absent.

3. Previous meeting minutes

The participants go through the minutes of the previous meeting guided through by the chairperson. They also discuss any matters that arise from that meeting minutes. After all the participants are satisfied with the outcome of the discussion and actions of the meetings minuted, one moves a motion and gets seconded by another participant to accept the minutes as a true record of that meeting before going onto the new agenda.

4. Business matters arising from the previous meeting minutes

Matters arising from the last meeting refers to those things which were talked about at the last meeting. Only minor items should be covered under matters arising. Any important items from the last meeting should be covered under separate agenda items.

5. Formal agenda items

The participants go through each agenda as listed and discuss them separately. During the discussion, the participants move motions and make decisions collectively on agendas that will help the business to be successful.

6. Correspondence

Correspondence as we have studied in our previous lesson refers to written documents. Correspondence may or may not be included on the agenda. If the correspondence is very important it may be dealt with as part of the formal agenda. If the business is a very big organisation then the correspondence can be dealt with by a committee in the meeting since it can be time consuming.

7. Any Other Business (AOB)

The participants also discuss agendas which are not on the agenda list but maybe of importance to the business. This comes at the end when all agenda items have been covered.

8. Announcement on the date of the next meeting

This is made before the meeting closes. All members who have attended the meeting should take note of this date, time and venue.

9. Closure of the meeting

The chairperson has the right to declare the meeting close. The time when that meeting ends is recorded by the minute taker.

Whatever that is discussed in the meeting is recorded by the minute taker.

Activity 14.3: Complete the activity given below.

List the nine (9) procedures of a meeting.

(a) _____   (d) _____   (g) _____

(b) _____   (e) _____   (h) _____

(c) _____   (f) _____   (i) _____

Parts of a Meeting that are Minuted

The minute taker should be attentive during the meeting and take note of everything discussed. A good chairperson in a meeting always summarises every point of discussion of an agenda which makes it easy for the minute taker to take note.

Let us look at an example of the meeting minutes given below.

SAMPLE MEETING MINUTES

Minutes of Monthly Meeting of Finance Committee
Meeting held in the conference room on Thursday, 8th August, 2015 at 1.30pm.

1. **Present**
   Mr. B Kumai (Chairman)   Mr. O Berua
   Mr. J Silai   Mr. S Tiwak
   Mr. G Kusu   Mrs. J Maris

2. **Apologies**
   Mr. K Renagi and Ms. V Kila

3. **Minutes of last meeting**
   The minutes of the last meeting held on 10th of July, 2015 were taken as read. They were approved and signed by the chairperson.

4. **Matters arising**
   An advertisement was placed in the Post Courier for an accountant. Five people applied for the job. Another advertisement is being put in the paper for two accounts clerks.

5. **Accounts**
   A copy of the accounts for July was given out to each member.

6. **New computerised accounting system**
   A long discussion took place about the need to computerise the company's accounting system. It was decided to set up a subcommittee. The subcommittee will bring a recommendation to the next meeting.

7. **Change of lawyers**
   Many members complained about the law firm hired by the business. Members felt they were too expensive and provided poor service. The following motion was put to the meeting. The *Kennedy and Lawyers* will represent the firm. They should replace the firm's lawyer *Selly Lawyers.*

8. **Any other business**
   The members were informed that the consumer Price Index (CPI) was increased by 2% in the last quarter, and announced earlier this week. The wages accounts clerk will be advised to increase the minimum wages of workers by 2%.

9. **Date of next meeting**
   The next meeting will take place on 12th of September, 2015 in the conference room at 9:30am.

Now, turn to the next page to go through the explanations of the meeting minutes given above.

1. Apologies
The list of persons not present but who sent their apologies. Persons who did not send apologies are listed as absent.

2. Minutes of Last Meeting
In the example given on the previous page, the minutes were taken as read, so they were not read out. Once they are approved by the meeting, they are signed by the chairperson. They are then put into the minutes book or file.

3. Matters Arising
The advertisement for an accountant and two accounts clerk are both matters arising from the last meeting. In the last meeting it was decided that position of two accountants be advertised in the newspaper.
Items 5 to 9 in the minutes are agenda items raised by different members of the committee.

4. Accounts
This report came from the accounts department. Sometimes, a meeting may spend the entire time on the reports of different committees. For example, administration report or investment report.

5. New computerised system
This will be discussed by a separate subcommittee set up to consider the matter.

6. Change of lawyers
This motion was put to the meeting by one member and seconded by another member. The motion to change the firm's lawyers was passed by a big majority. This becomes a resolution of the meeting.

7. Any Other Business (AOB)
The matter about the CPI was not on the agenda. The CPI figures probably came out after the agenda was prepared. In some minutes the word action will appear, followed by the name of a person. This shows who is to take the action on what has been decided at the meeting.

8. Date of the next meeting
This gives the date of the next meeting. It is made known to everyone present before they leave.

There is no correspondence for this meeting to discuss therefore the minute secretary did not write it down.

Note Taking and its Importance
In order to take accurate notes you need to prepare yourself well for the meeting.
Thus you will not be disturbed during the meeting leading to you missing out on some important issues of the business. The following steps can help you prepare yourself to take accurate notes if ever you are given the task to be the minute taker

1. Be prepared
Come to the meeting on time and select a good seat where you can hear everyone and see the whiteboard if there is one used. Have your note taking paper with you along with pens or pencils that you are comfortable with writing.

2. Take handwritten notes

It is easier to handwrite notes an using a laptop which might be of disturbance to others especially the clicking of the keys of the laptop.

3. Structure your notes
This involves writing your notes in a logical or a correct order. You can use the agenda to structure or put in order the discussion.

4. Be selective
There is no need for you to write everything that is spoken. Listen for the key points and write them down. Key points such as;
-   Topics covered (Should be part of the agenda)
-   Action items
-   Decisions

5. Use symbols and abbreviations
Instead of writing word for word you can shorten the words. For example, *Qrt* for quarter and *mgmt* for management.

6. Type the notes and distribute
Write out the notes of the meeting as soon as you can and have it checked by the chairperson of the meeting. Once that is done you can distribute the meeting minutes.

The importance of note taking is to help you take down accurate information that is discussed in the meeting.

Activity 14.4:   Complete the activities given below.

1. State the importance of minutes taking.

_____

_____

2. The person taking the meeting minutes is called the _____ _____.

3. Fill in the table by listing the steps taken to take notes for accurate meeting minutes.

Summary:

You have come to the end of Lesson 14. In this lesson, you learnt that;

- Business meeting follows certain set procedures. These procedures are the same in almost all formal meetings in any organisations.
- The chairperson is the key person in a meeting and these are the roles of the chairperson;
  1. Ensures that the meeting is convened properly
  2. Ensures that a resolution has been reached
  3. Encourages discussion and maintains control at all times
  4. Adjourns the meeting if control is not possible
  5. Suggests when a motion should be presented
  6. Keeps the discussion focused and ensures that meetings start and end on time
  7. Summarises the discussion on each agenda.
- Meeting minutes are records of a meeting which is very important and should be kept by all businesses or organisations. They are a formal written account of the events of a recently held meeting recorded in clear, summarising language without doubt.
- The meeting minutes have certain parts; attendance & apologies, minutes of last meeting, matters arising, agendas, AOB and date of the next meeting.
- Accurate note taking is very important in a meeting because it produces a very precise and exact record of the meeting minutes.

NOW DO PRACTICE EXERCISE 14 ON THE NEXT PAGE

Practice Exercise 14

1. Why is the chairperson the most important person in a meeting?

_____

_____

2. What is an agenda?

_____

3. List the items that make up an agenda.

4. Explain how agendas can help make the minutes takers job of taking minutes easier.

_____

_____

_____

5. Choose the correct words from the wordlist in bold print given below to complete blanks in the paragraph given below.

Meetings, minutes, record, written, accurate, spoken, agenda, logical, good, information, minute taker.

It is important that the person taking notes as the _____ _____ write down accurate _____. _____ information for the business must be distributed a day or two after the meeting. The minute taker should have the _____ on hand during the course of the meeting to enable him or her to write_____ information concerning the matters discussed for the business.

CHECK YOUR ANSWERS THE END OF TOPIC 3

Lesson 15: Filing Methods

Introduction:
Welcome to Lesson 15. In the previous lesson you learnt about meeting procedures and meeting minutes. In this lesson you will learn about filing methods. That is how to keep information safe and together and in one place. Such information like the meeting minutes, receipts and business letters must be kept in files.

Your Aims:
- Define filing and its importance in business
- Identify the different methods of filing

What is Filing?

In business, filing is also an important part of communication. Filing must be carried out accurately so that important letters and other documents can easily be found when needed.

I've heard of the word filing. What does it mean?

Filing is the storing of documents in an orderly and systematic manner.
There are many ways documents are filed. Whether they are information stored in books or in modern technological devices such as computers and flash drives.

The above picture shows open shelf filing.
(Source: Internet: 2015)

As we proceed on in the lesson you will see the different ways in which files are stored.

For now, let us go through the importance of filing.
With a good filing system, documents can easily and quickly be obtained when needed. Therefore, it is important to file information because we cannot remember everything in our heads. Even if some people have good memory, information should be stored in files. This is because people often change jobs or take holidays. What happens if these people are away and the filing is in their heads?
 Records need to be kept in file for the following reasons.

- *To prove that something was done or agreed to.* Receipts are filed because they are evidence of payment something. Orders are filed because they are a proof that you ordered goods, or received an order to supply goods.

- *For management information.* Firms will file information about sales, purchases and other expenses. This will help them to measure how well the business is doing. It may also help to decide what changes should be made to improve the business.

- *Comply with official regulations.* Some firms such as companies must keep a lot of accounting records. If they do not, they are breaking the law. The law requires that all income and expenditures must be shown clearly when calculating profit of the business. In doing so the correct amount of tax will be calculated and remitted or paid back to the government.

It is by law that accounting records should be kept for 7 years and destroyed after that.

Activity 15.1: Complete the activities given below.
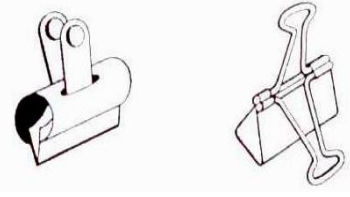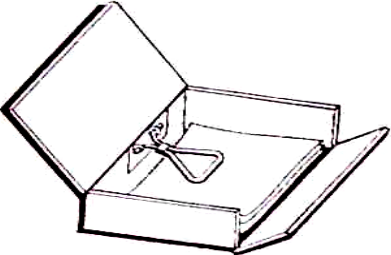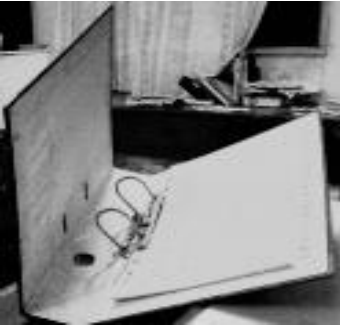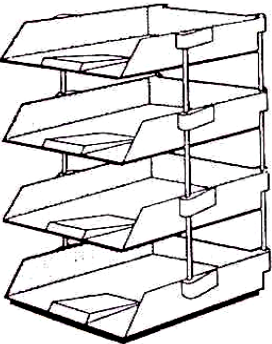
1. Define filing. _____
2. Explain why filing is important in a business.

_____
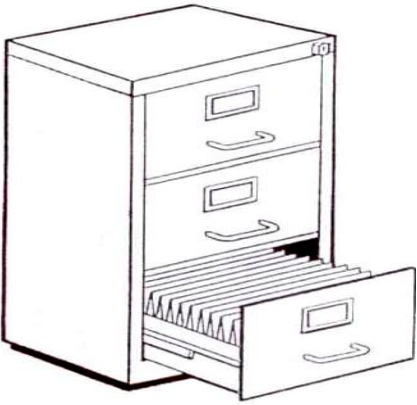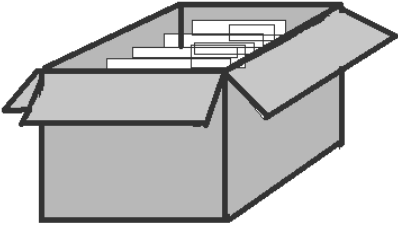
3. Give three reasons why documents should be filed away?
_____
_____

Methods of Filing

There are different filing methods used by a business organisation depending on the size and nature of the business, type of documents to be filed, amount of filing to be done and the technology available in the business. Different businesses have different methods of filing.

The main filing methods include;

Method of filing	Description
	Clips Clips are useful for holding documents together until they are filed.
	Box file Notice that this has a steel lever for keeping documents in the same position. Documents to do with the same subject are often stored in one box.
	Lever arch file This is like a folder made of very strong cardboard. Inside are two pieces of bent wire. A special punch is used to make holes in the documents. The wire goes through holes made in the documents which are put into this file.
	Expanding folder This is also called a concertina or accordion file because it looks like the musical instrument of the same names. This file can be expanded by stretching it out. It contains pockets, which are usually marked alphabetically. Documents may be filed in each of these pockets.
	Filing tray There are usually a number of filing trays on a person's office desk. These trays may be placed flat on the desk or they may be stacked together like the multi-tier set as shown on the left. Each of the trays will be used for a different purpose. One tray may be the out tray and will contain letters and documents that have been dealt with. Another tray may be the in tray where documents and letters received should be placed first for actioning. Another tray may be marked filing and will contain documents that need to be filed. Yet another tray may be marked action for documents waiting to be dealt with.

	Filing cabinet In most offices documents are filed vertically – in upright position – in filing cabinet. Filing pockets hang from rails inside drawers. Documents are filed in separate folders. Each filing pocket contains a separate folder.
	Dead files Dead or inactive files of an organisation are contained in a dead file box. These documents are not frequently used. The files are stored in cardboard boxes and locked away in archives of the organisation. After 10 -15 years, these files are destroyed.

(Source: Business Practice in PNG.)

Activity 15.2:   Complete the activity given below.

Fill in the table by listing and explaining the six (6) different methods of filing.

Filing Methods	Explanation
1.	
2.	
3.	
4.	
5.	
6.	
7.	

Filing Tips

Here are some important tips of good filing;

- Always file new information. If information is stored using the computer make sure it is saved and filed. Remember that the filing system is the memory of the organisation.
- Spend some time at first thinking about what is the best filing method and system for your particular needs.

- File neatly and systematically – sort materials before filing.
- Take care not to misfile documents – a misfile document is as bad as a lost document.
- Label files – sort documents properly and label before filing. It helps you to file information and documents in their respective files.

Safety Procedures

Correct safety procedures should be followed to avoid accidents when working with equipment used for filing.

- Do not use chair, especially those on castor to access files
- Do not place unstable objects up high
- Do not leave any drawers of filing cabinets open.
- Do not leave any drawers of filing cabinet open while using the bottom drawer.
- Do not open more than one drawer at a time
- Do not place filing cabinets behind the door
- Make sure that there is enough room to operate equipment

 Activity 15.3: Complete the activity given below.

List the five (5) good ways of filing.

1.
2.
3.
4.
5.

Summary:
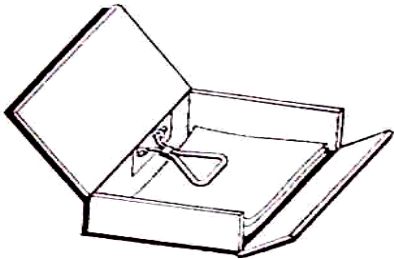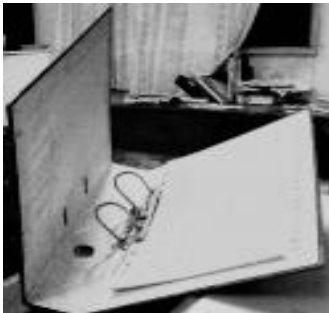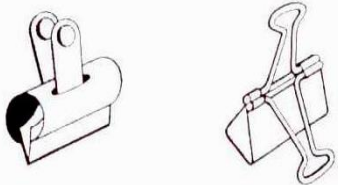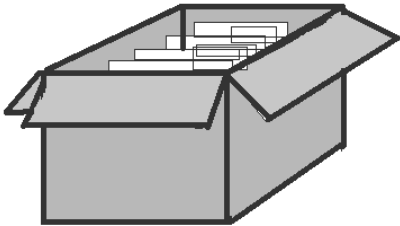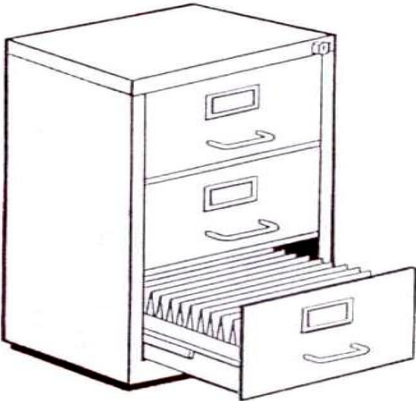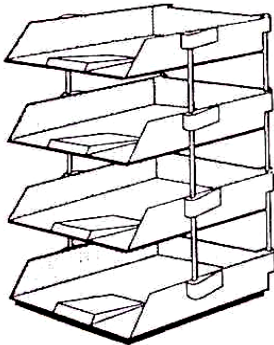
You have come to the end of Lesson 14. In this lesson, you learnt that;

- Filing is the storing of documents in an orderly and systematic manner.
- With a good filing system, documents can easily and quickly obtained when needed.
- There are reasons why documents are filed.
  - To prove that something was done or agreed to. Receipts are filed because they are a proof that you paid for something. Orders are filed because they are a proof that you ordered goods, or received order to supply goods.
  - For management information. Firms will file information about sales, purchases and other expenses. This will help them to measure how well the business is doing. It may also help to decide what changes should be made to improve the business.
  - Comply with official regulations. Some firms such as companies must keep a lot of accounting records. If they do not, they are breaking the law.
- The filing method used by a business organisation include;
  - Clips
  - Box file
  - Lever arch file
  - Expanding folder
  - Filing tray
  - Filing cabinet
- Always be careful when filing.

NOW DO PRACTICE EXERCISE 15 ON THE NEXT PAGE

Practice Exercise 15

1. Write the correct names to these following methods of filing.

  _____	 _____
  _____	 _____
  _____	 _____
  _____	

2. Name the file that looks like an instrument? _____

3. After how many years will it take for dead files to be destroyed? _____

4. Which filing method can hold only five to six (5 to 6) papers of information?
_____

_____

CHECK YOUR WORK THE END OF TOPIC 3

Lesson 16:   Filing Systems

Introduction:
Welcome to Lesson 16. Lesson 16 is the last lesson for the topic, *Business Meetings and Records* in this unit, 9.3.In the previous lesson you learnt about filing methods. That is how you keep information safe and together and in one place. In this lesson you will learn about filing systems. That is the information or documents you have collected from your business activities must be put in the correct place so that it is easy to retrieve or take out if needed in the future.

Your Aims:
- Define filing system
- Identify the different filing systems
- Identify the advantages and the disadvantages of the filing systems

Filing System

As mentioned in the previous lesson filing is an important part of communication.

I know what filing is but what is a filing system?

The filing system is the orderly and organised way in which documents are stored. Businesses with good or effective filing systems are able to prepare necessary information that its customers and business partners need on time.
There are seven (7) main types of filing systems that are commonly used.

The table below gives the information on these seven (7) main types of filing.

Type	Description
(1) Alphabetical	Names of people, firms and organisations are filed alphabetically
(2) Numeric	Each file is given a number and filed in numerical or number order
(3) Subject	Information is filed alphabetically according to the subject matter
(4) Geographical	Information is filed according to where the subject is located
(5) Chronological	Information is filed in date order
(6) Microfilming	Information is stored on films and photographs
(7) Computerised	Files and information are stored in computers

Activity 16.1:   Complete the activities given below.

1. Define filing system._____

_____

2. Name the seven filing systems.

(a) _____   (d) _____   (g) _____

(b) _____   (e) _____

(c) _____   (f) _____

The Seven Filing Systems

Now, let us go through each one of these systems of filing.

1. Alphabetical Filing
Most filing systems are alphabetical in nature. This filing system arranges files in alphabetical order. If documents are filed in a cabinet, the drawers are likely to be labelled to indicate what files are inside. For example: a drawer may be labelled A – E, this means that the files inside begin with letters A, B, C, D and E. If there are many files, there may be a separate drawer for all names beginning with B. There may even be a whole cabinet for names beginning with B. In this case, one drawer may be labelled BA-BE. Another maybe labelled BF –BK.

When using the alphabetical system of filing there are rules that must be followed. They are (i) filing names of individuals and (ii) filing the names of the organisations.

Rules for Alphabetical Filing
(a) Individual Names

The names of persons are arranged in the following order;

1. The Surname

2. The First given name or its initial

3. The second given name or initial

The surnames are placed in alphabetical order. If the surnames are the same, the first given name is placed in alphabetical order. If the second given names are also the same, the second given name is placed in alphabetical order.

Now, turn to the next page to see the names of individuals listed in alphabetical order.

Name	*Surname*	*First given name*	*Second given name*
George Ted Franky	Franky	George	Ted
Jerry K Hambra	Hambra	Jerry	Kay
Jerry Kila Hambra	Hambra	Jerry	Kila
Jerry Kua Hambra	Hambra	Jerry	Kua

Surnames used alone, are placed before surnames with the given names. An initial is placed before a name that starts with the same initial letter. Remember this rule, '*nothing comes before something'.*

Study the order of the names given in the table below to understand better.

Name	*Surname*	*First given name*	*Second given name*
Johnson	Johnson		
F Roselyn Johnson	Johnson	F	Roselyn
Florence B Johnson	Johnson	Florence	Bi
Florence Betty Johnson	Johnson	Florence	Betty

Source: Business Practice in PNG.

(b) Names of Firms and Organisations
The names of firms and organisations are placed in alphabetical order as they are written, that is if they do not include the complete name of a person.

Arnott's Biscuit	Arnott's	Biscuit	
Freeway Motors Limited	Freeway	Motors	Limited
Kara Jewellery	Kara	Jewellery	
SP Brewery	SP	Brewery	

Source: Business Practice in PNG.

Sometimes the complete name of a person is included in the name of a firm or organisation. When this happens, the surname of the person is placed first, the first given name or initial placed next, then the second given name or initial, followed by the rest of the firm's name.

Look at the example given below and on the next page to understand better.

Name *Brian Bell Co*	Bell	Brian	Co	
Jonathan Arthur Bottling Ltd	Arthur	Jonathon	Bottling	Ltd
W & R Parer Pty Ltd Pty Ltd	Parer	W & R	Pty	Ltd
John Seeto & Co	Seeto &	John	Co	
W&N Szeto	Szeto	W&N	Pty	Ltd

Source: Business Practice in PNG.

The telephone directory is a good guide to show you how names should be placed in alphabetical order.

Activity 16.2:   Complete the activities given below.

1. Arrange the following names in alphabetical order.

A1   Martin A Ligo   A2   Dikana H Kila
       Collin Harry Benny   Shirley M Allen
       Benson B Gary   Molly R Mary
       Cindy K Aihi   G Robert Brown

 A1   A2

       _____   _____
       _____   _____
       _____   _____
       _____   _____

2. Arrange the following firms in correct alphabetical order.

John K Gawi & Associates
M & S Tseng Da Ltd
Bua Dak Express

(a) _____   (c) _____
(b) _____   (d) _____

Numerical Filing

This system of filing uses numbers where all files are given a number. Files are placed in numerical order instead of alphabetical order. In order to use this system, an index is needed. The index will contain a list of all the files. You have to refer to this index to find out the number of a particular file. Index refers to a list of items which are in order whether by number or letter.

Under the numerical filing is the decimal filing. In decimal filing the same sort of documents are filed together using decimals. For example, a firm's customer maybe filed as follows;

1.1 Pit-Stop Engineering
1.2 ABF Automotive
1.3 Gazelle Motor Co.

If the firm gained a new customer, this customer would be given the next filing number 1.4.

The same firm's suppliers could be filed under 2. For example,
2.1 Wheel Pty
2.2 Total Distributor
2.3 Monpi Auto Parts
2.4 Alya Motoring

Subject Filing

This filing system can be used to file documents under a certain subject, in alphabetical order. A subject filing method is used when information must be filed according to specific topics.
 There are two methods of subject matter filing.

1. Dictionary: Files are arranged in the same way as a dictionary. Folders are strictly placed in alphabetical order from front of the filing unit to the back.

2. Keyword/Hierarchical: A main subject (*Primary guide)* is chosen and this is then broken down into subheadings (*secondary and tertiary guides)* this method is used in newspapers in the classified section and on hard disks or disks creating directories and subdirectories. For example, Flats- 2 rooms, 3 rooms or offices- for rent or for sale.

Geographical Filing

A large organisation such as a government department, insurance and or a mining company often use geographical filing. Geographical areas are treated as main categories and then subdivisions are made for information relating to each area. Information within each subdivision is arranged alphabetically.

Look below, to see how geographical filing is done.

GEOGRAPHICAL FILING SYSTEM

(Source: Business Practice in PNG.)
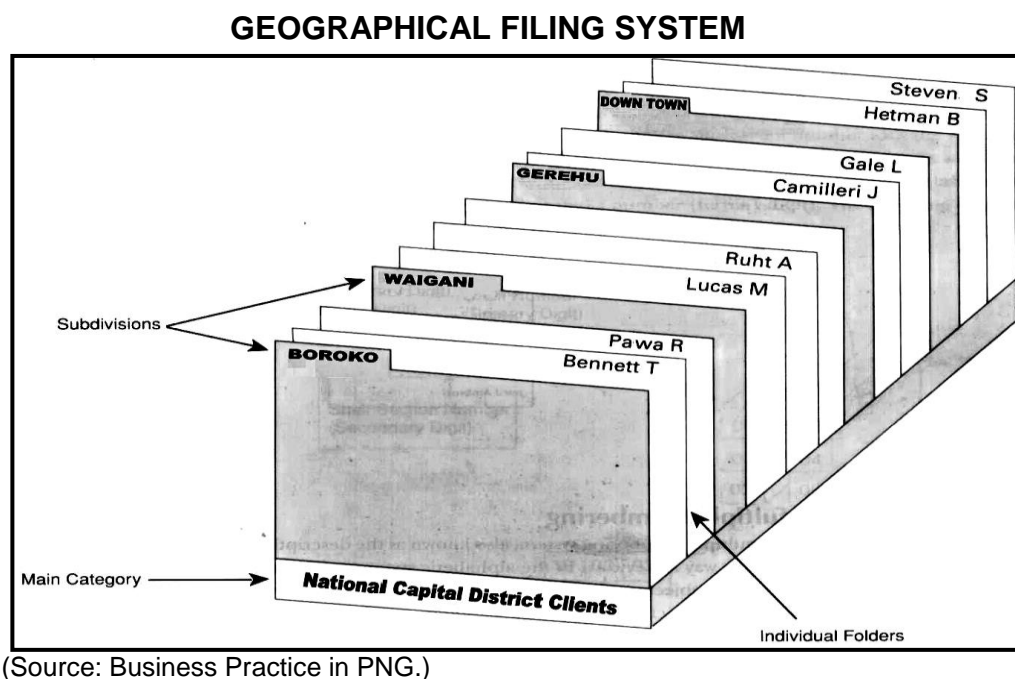
Businesses which operate over a wide area will find this filing system useful. For example, a firm which sells goods throughout PNG needs and uses geographical filing system.

Chronological Filing
Chronological refers to order of time. This filing system is used to store information according to date order. This method of filing is mainly used for file documents such as reports and other financial documents or used as a temporary method of storage for "bring up files". These files are also known as follow up or tickler files which require attention at a specific future date. The most recent date may be at the front or at the back.

Activity 16.3:   Complete the activity given below.

Write the following dates in chronological order, starting with the earliest date.

7 June 2007	27 April 2007	19 June 2009
27 April 2009	7 May 2009	29 September 2008
29 July 2008	27 April 2008	10 May 2007

1. _____   4. _____   7. _____

2. _____   5. _____   8. _____

3. _____   6. _____   9._____

Microfilming

This is a modern form of filing. It is used by large firms including many banks. It is also used in some libraries. Under this system, documents are filmed or photographed. The documents are greatly reduced in size when filmed. Micro refers to small or tiny. Many documents can then be stored using very small space. Certain equipment is used to microfilm documents. A microfilmer is used to photograph documents. These documents are produced on small plastic page, called microfiche, which can hold up to 200 different documents.
Microfilming is expensive to operate. Only large organisations can afford to microfilm documents. The advantage of microfilming is that they store very large amount of documents in a very little space.

Computerised Filing

Nowadays most of organisations use computers to file and store information. The computer programmes that are used to store and classify information are called 'data base programmes. Schools for example, may have the names of all the students stored in a computer data base.

One advantage of a computer data base is that it can sorts out the information. For example, you enter names of students, sex, age, class number and province of origin at school. The computer can then classify the students in the following manner;

 For example;
  - In alphabetical order   - In groups of male and female
  - In order of age   - In order of classes they are in

Data base computer programmes are now the most widely used means of filing and sorting information in many large organisations. They allow a large amount of information to be stored away in a very small space.

Advantages and Disadvantages of Filing

Filing has its advantages and disadvantages.

Advantages
The advantage of filing is it helps businesses to put their important documents in order and in a safe place where it is easy to retrieve or take out when needed. It also

is a proof of record of things that have happened. If there are problems encountered or faced in the near future, these records can be taken out and used as proof.

Disadvantages
The disadvantage of filing is it takes time to file. This is because you have to put these documents in the correct and exact order. If businesses increase their business activities then the filing gets bigger thus more time is needed to file documents. This means that there must be an up to date filing of documents.

Summary:

You have come to the end of Lesson 16. In this lesson you learnt that;

* Filing is an important part of communication. A filing system refers to the orderly and organised way of storing documents.
* There are seven main types of filing systems;
  1. Alphabetical filing refers to the names of people, firms and organisations filed alphabetically.
  2. Numeric filing refers to the file given and filed in numerical order.
  3. Subject filing refers to the information filed alphabetically according to the subject.
  4. Geographical filing refers to information filed according to where the subject is located.
  5. Chronological filing refers to the information filed in date order.
  6. Microfilming filing refers to information being stored in films and photographs.
  7. Computerised filing refers to files and information being stored on computers.

NOW DO PRACTICE EXERCISE 16 ON THE NEXT PAGE

✏️ Practice Exercise 16

---

1. What are the two methods used in the subject matter filing?

_____

2. What is one type of filing used under the numerical filing? _____

3. Arrange the following hotels into groups under the place where they are located. Then put the names of the hotels of each group in alphabetical order. One example has been done for you. Though Kainantu starts with K, Kainantu is a small district in Eastern Highlands and the capital of Eastern Highlands is Goroka. So capitals come first.

Islander Travel Lodge – Port Moresby

Mendikwai Lodge – Goroka

Rabaul Travelodge- Rabaul

Lae International Hotel- Lae

Hamamas Hotel – Rabaul

Kiminiga Lodge – Mt Hagen

Smugglers Resort – Madang

Kainantu Lodge – Kainantu

Mt Wilhelm Hotel – Kundiawa

GOROKA Mendikwai Lodge KAINANTU Kainantu Lodge	

4. A teacher is training secretaries. She has documents for the following topics which she wants to file in order. She decides to file her documents in subject order. Write down in correct order in which she will place the following subjects.

Filing   Receiving visitors   Nutrition   Handling the mail
Typing   Using the Telephone   Postal Services   Using a calculator

(a) _____   (d) _____   (g) _____
(b) _____   (e) _____   (h) _____
(c) _____   (f) _____

5. Differentiate between microfilming and computerised filing.

ANSWERS TO

TOPIC 3

PRACTICE EXERCISES

Answers to Practice Exercise 13 – 16
Practice Exercise 13

1. *The person responsible for writing and issuing the meeting notice is the Secretary.*
2. *Two*
(a) Financial statement and report
(b) Election and re-election of the company executives

3. *The meeting is scheduled for Tuesday 23rd September, 2011 at 1:30pm*
4. *Yes, the meeting notice serves its purpose because all information like the date, the time, the venue, the Agenda items and the closing date for submission of the items are indicated clearly.*

Practice Exercise 14
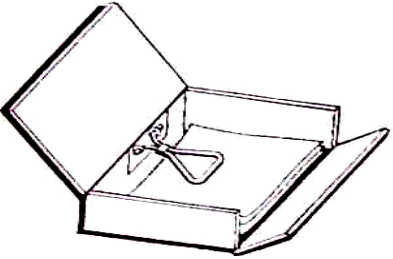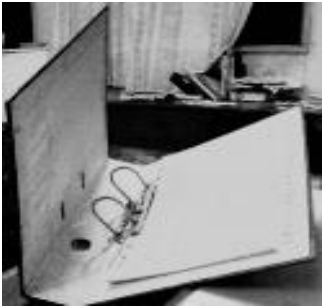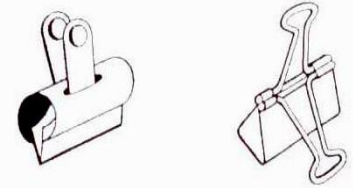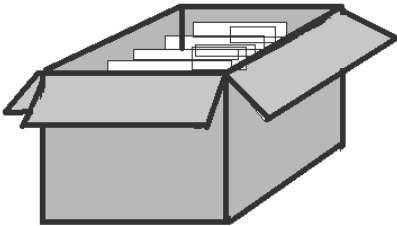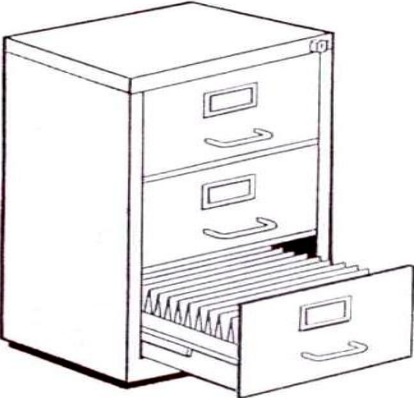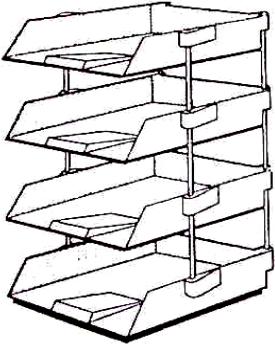
1. *The chairperson is seen as an important person because he or she controls the meeting. He/she decides who talks, he/she can postpone or discontinue the meeting and summarises points discussed.*

2. *An agenda is the items or things that will be discussed in the meeting.*

3.

1. Welcome and opening remarks	4. Business mattes arising from the previous meeting	7. Any other business
2. Attendance and apologies	5. Formal agenda items	8. Announcement on the date of the next meeting
3. Previous meeting minutes	6. Correspondence	9. Closure of the meeting

4. *The minute taker can know what item is being discussed by looking at the agenda item for discussion.*

5. It is important that the person taking notes as the ***minute taker*** must write down accurate ***information***. ***Written*** information for the business must be distributed a day or two after the meeting. Therefore, the minute taker should have the ***agenda*** on hand during the course of the meeting to enable him or her to write ***accurate*** information concerning the business.

Practice Exercise 15

Box File	*Lever arch File*
Clip File	*Dead File*
Filing Cabinet File	*Filing Tray File*
Expanding Folder File	

1. *Expanding folder file*
2. *After 7 years*
3. *Clip File*

Practice Exercise 16

1. *(a) Dictionary*
   (b) Keyword/ Hierarchical

2. *Decimal filing.*
3.

<u>*GOROKA*</u> *Mendikwai Lodge* <u>*KAINANTU*</u> *Kainantu Lodge*	<u>*MT HAGEN*</u> *Kimininga Lodge*
<u>*KUNDIAWA*</u> *Mt Wilhelm Lodge*	<u>*PORT MORESBY*</u> *Holiday Inn*
<u>*LAE*</u> *Lae International Hotel*	<u>*RABAUL*</u> *Hamamas Hotel* *Rabaul Travel Lodge*
<u>*MADANG*</u> *Smugglers resort*	

4.

(a) Filing	*(d) Postal Services*	*(g) Using the telephone*
(b) Handling the mail	*(e) Receiving visitors*	*(h) Using the calculator*
(c) Nutrition	*(f) Typing*	

5. *Microfilmi are documents filmed or photographed. These documents are then reduced down to very small sizes.*

Computerised filing is where documents typed on the computer are saved in order in their respective files. For instance names lists, or programmes or letters and so forth. Many documents can be saved into a file in the computer.

REVISE TOPIC 3 AND DO TOPIC 3 TEST

IN YOUR ASSESSMENT BOOK 4

TOPIC 4

COMMUNICATION TECHNOLOGIES

In this topic you will learn about;

- **What Communication Technology is**

- **Use of Computers**

- **Other office Equipment and Electronic Devices**

TOPIC 4:　COMMUNICATION TECHNOLOGIES

Welcome to Topic 4, 'Communication Technologies'. In this Topic you will learn about the importance of communication technology like computers, laptops and mobile phones.

Lesson 17: What is Communication Technology?

This lesson defines communication technology and discusses its importance as well as its advantages and the disadvantages in business.

Lesson 18: Use of Computers

This lesson defines the communication device which is the computer and discusses its importance. It also teaches the functions and uses of the computer and explains the impact of the computer on businesses as well as its advantages and disadvantages.

Lesson 19: Other Office Equipment and Electronic Devices

This lesson identifies other electronic office equipment apart from the computer and its uses in business. It also teaches its advantages and disadvantages.

Lesson 17: What is Communication Technology?

Introduction:

Welcome to Lesson 17. This lesson will introduce you to Topic 4, *Communication Technology* in this unit, 9.3. In the previous lesson you learnt about filing systems. In this lesson you will learn about communication technology. You will find out how information or messages are passed on from one person to the other through the use of modern equipment like computers and mobile phones in business.

Your Aims:

- Define communication technology and discuss its importance to the business
- Identify the advantages and disadvantages of communication technology

Communication Technology and its Importance

In Lesson 1 you learnt about communication and how information is sent from one destination to the other. You can turn to Lesson1 to confirm this. However, let us recap on what communication is then look at what technology is.

Communication is the result of any action whether physical, written, verbal or non-verbal that conveys or carries meaning between two individuals or two people. So what is technology? Technology is the study, development and application of devices, machines and techniques for manufacturing and productive purposes.

What is communication technology?

Communication technology refers to the advancement in production, design and variations of gadgets that help information to be exchanged between a sender and a receiver. Gadget refers to devices or equipment. The gadgets, developed to help business include computers, mobiles phones, Geographic Positioning Systems (GPS) and tracking devices.

Technology is changing rapidly therefore businesses need to adjust or try to keep themselves up to date with these changes. For example, from telephones the idea of mobile phones was developed. You can carry mobile phones almost anywhere and do business. Also from computers the idea of notepads or laptops developed. Then other ideas developed from the telephone, mobile phones and computers put together. The idea that you can listen, talk and view things at the same time using one gadget. This led to the development of advanced technology of notebook or laptops, ipad and tablets. So that is how technology is developing and changing rapidly. This has greatly helped businesses to maximise or increase their profits and minimize or reduce their costs.

Look below to see the technological advancement that has helped business to communicate effectively leading to their success.
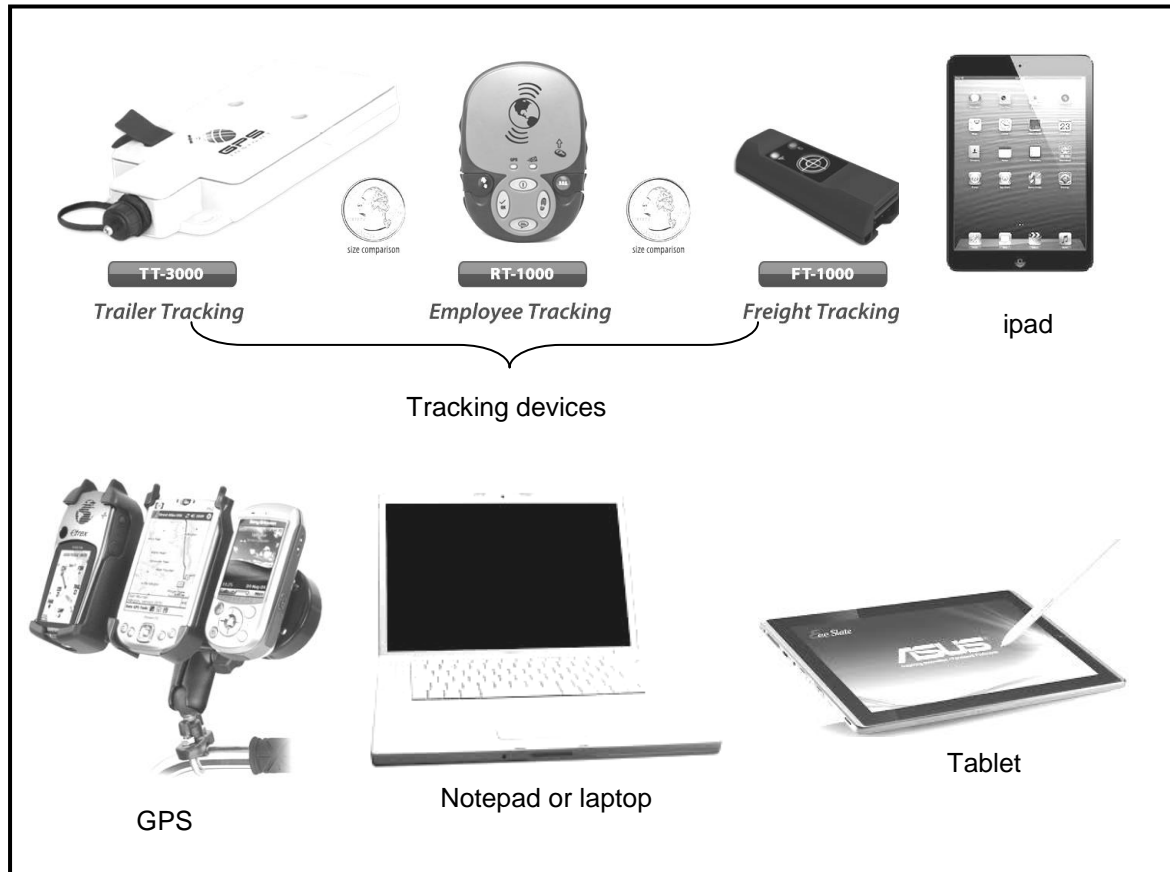
The images show the latest developments in technology that help communication in business. (Source: Internet-2015)

Importance of Communication Technology in Businesses
The importance of communication technology in businesses is that it helps businesses to exchange information concerning their activities at a much faster rate. Their partners and clients are able to access or get information quickly thus the businesses are able to make known their products and sell them quickly.

Activity 17.1: Complete the activities given below.

1. Define
(a) Technology _____
(b) Communication technology

_____

2. State the importance of communication technology in business.

_____

Advantages and Disadvantages of Communication Technologies in Business

Using technologies in business to communicate have both advantages and disadvantages that we must be aware of.

Advantages
1. Communication is more efficient
This means that businesses can send and receive information in an organised way. For instance, they will send information from their computers using the internet. Once the receivers receive the messages they will respond. This creates business efficiency.

2. Faster method of communication during emergency
There are gadgets or devices like the tracker or sensor. You can see the tracker page 164. For very big businesses it is very important to have these devices installed or set up in their premises or on their assets like vehicles. When there is a fire or car accident then these devices quickly pick up the problem and signal people to take the next course of action.

3. You are able to communicate anywhere in the world
These devices make it easy for you to communicate easily with others anywhere and at any time. If your business partner is in England you simple make a call or send him or her an e-mail from your computer or laptop or tablet. You can see what a tablet looks like on page 164.

4. Makes long distance communication easier
There is no need for you to move to and fro walking or driving long distances. That time is saved since you only have to dial up or type messages informing your business partners or clients of your business dealings.

5. Communication is made easier
No longer are you running around or waiting for weeks to receive your responses. With the touch of your fingertips, information is exchanged within seconds and your business deals are complete.

Disadvantages
1. Not always reliable
These devices are likely to break down therefore they require regular checks and servicing which is quite expensive.

2. It is costly
These devices are very effective but are very costly. You will have to spend some amount of money to send information to your business partner and clients especially if they are overseas.

3. People become dependent
People in the business become dependent on technology. If any one of these gadgets in the business do not function well or function anymore it will cause chaos and complications in the business dealings leading to the failures.

4. Harder for people of the older generations
Workers of older generation would need to be given training or taught how to use these gadgets. They will cause delay in the progress of the business.

5. A Hacker

A hacker refers to somebody accessing another person's computer without authorisation. People can use the internet services from their computers and laptops and steal information like account numbers or other important information of the business while the business is unaware of it.

Below are some common communication technological devices that businesses use daily.

Printer, Scanner and Photocopier Machine

Computer set .... Screen

Central Processing Unit

Keyboard

Mouse

Printer

A telephone

A mobile phone

Facsimile or fax machine
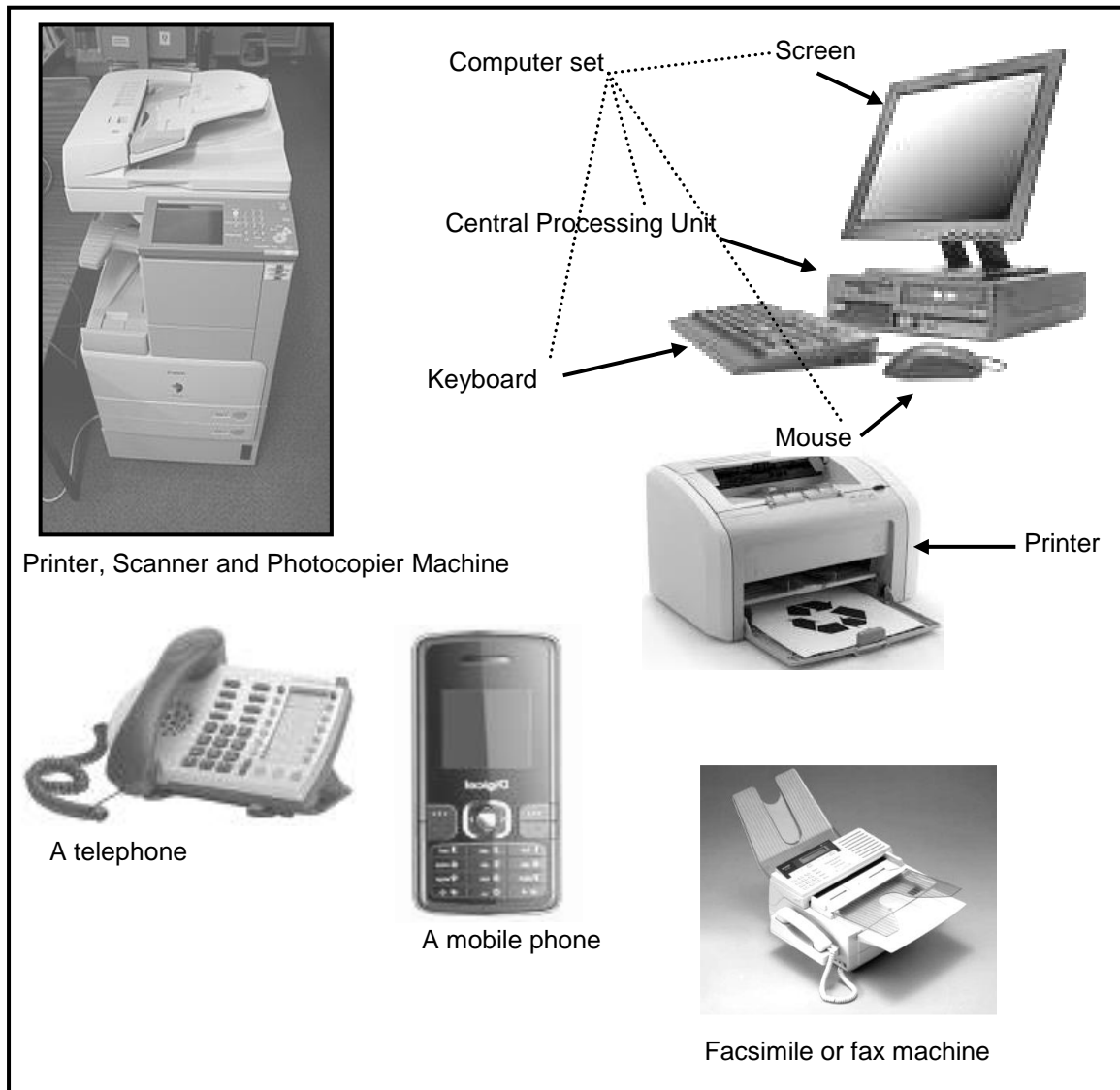
The diagram shows common communication technologies used by businesses daily.
(Source: Internet-2015.)

Activity 17.2: Complete the activity given below.

Fill in the table below by listing the advantages and the disadvantages of using communication technologies in business.

Advantages	Disadvantages

Summary:

You have come to the end of Lesson 17. In this lesson, you learnt that;

- Technology is the study, development and application of devices, machines and techniques for manufacturing and productive purposes.
- Communication technology refers to the advancement in production, design and variations of gadgets that enhance or help exchange information between the sender and the receiver.
- Gadgets refer to devices or equipment.
- The importance of communication technologies in business is they aid or help businesses to exchange information concerning the business activities at a much faster rate.
- There are advantages and disadvantages of the communication technologies businesses should know about.
- Communication technology is changing rapidly therefore people must get to know how to operate these devices when they are introduced.

NOW DO PRACTICE EXERCISE 17 ON THE NEXT PAGE

Practice Exercise 17

State the functions of these devices.

Device	Function

CHECK YOUR ANSWERS AT THE END OF TOPIC 4

Lesson 18: Use of Computers

Introduction:
Welcome to Lesson 18. In the previous lesson you learnt about communication technology in business. You found out how information or messages are passed on from one person to the other through the use of modern equipment like computers and mobile phones. In this lesson you will learn about the use of one specific communication technology which is the computer.

Your Aims:
- Define computer and discuss its importance
- Identify the functions and uses of computers
- Identify the developments in computer use and the impact on businesses
- Identify the advantages and the disadvantages of using computers

Computer and its Importance in Business

In this lesson we will learn in detail, one of the important technologies in business which is the computer. Just about everywhere you go, whether it's an office, a school, a hospital or a charity organisation, you will see someone sitting behind a computer. Whether you are a one-man operation or big corporation, computers are now part of our everyday life.

I reard about computers in Lesson 17 but what really is a computer?

A computer is an electronic device that accepts, processes, stores and outputs data at high speeds.
You can turn to lesson 17 to see what a computer looks like.

Importance of a Computer in a business communication
In an age of booming or rapid development in technology, running a business without computers is like trying to breathe without lungs. Like it or not, technology has become an integral part of businesses. Even if you perform services or provide products which are not technology related in and of themselves, such as dry cleaning and hairstyling you may find that without a computer, it is difficult to place orders with suppliers or pass information to your accountant. The following are the importance of computers in a business.

1. Inventory Management
Inventory refers to the stocks of the business. Computers keep track and assist in ordering more when stocks get low. It helps a business not to order too much or too little of any particular item. This also cuts down costs on the manpower needed to bring these goods into the business.

2. Presentations and documents
In today's business environment, word processing is a must for your business. Word processing refers to the programmes in the computer that allows a business to type and present its work. Programmes like Microsoft Office makes it possible for businesses to type letters through the Microsoft Word and present graphs through

the Microsoft Excel. Presentation of business reports like the balance sheet during meetings can be made available through the Microsoft PowerPoint and sending and receiving of emails through the Microsoft Outlook.

3. Electronic communication
This involves the use of electronic mail (e-mail). Customers and business partners need to use the email to make contact and transact or buy and sell products. Instead of a business person moving and wasting time looking for their clients they can be contacted through email.

4. Internet Access
Having access to internet will help the business in lots of ways. The Internet will help a businessperson receive orders from customers, place orders with suppliers, research businesses, explore business ideas, communicate with government agencies like the Investment Promotion Authority (IPA) or Internal Revenue Commission (IRC) and even manage your business banking. Internet refers to a global or worldwide system of interconnected computer networks that use the standard or recognised address called Internet Protocol to link several billion devices worldwide. Devices or equipment such as the computer itself, mobile phones and tracking devices. Internet Protocol simply refers to a unique address made up of numbers ranging from 0-225 given to everyone worldwide using the computer to communicate to each other's computers.

5. Multi-site network
If your business has more than one site or branch, then multi-site networking provides very good benefits for accounting, standardizing and managing your many business operations. Standardising refers to ensuring things are done in order. This means that whatever the business dealings are and from whichever branch they are coming in from they must meet the standard set by the business according to its business rules and regulations. Thus the computer being connected to other computers through a network are able to keep track of revenue, costs and their supply chain from a central office. Supply chain refers to the distribution of products from the manufacturer to the distributor to the wholesaler and to the retailer.

This allows a centralised management team to get reports on any or all sites and get a proper view of the business in these sites. For example, if your business is dealing with freighting and the main office is in Port Moresby then you can simply find out by sending emails to your other branches may be in Lae and Rabaul. They will report back the required business reports through email using their computers. By this you can know exactly how business is carrying on in your other operating branches throughout the country.

Activity 18.1:   Complete the activities given below.

1. Define what a computer is.
_____
_____

2. List the five (5) importance of computers used in business.
  (a) _____   (d) _____
  (b) _____   (e) _____
  (c) _____

Functions and uses of Computers

The computer set has its functions and uses.

1. Functions
Functions refer to the purposes of something. Here we will look at the functions or the purposes of the computers used in business.

> Computers have four basic functions. Continue reading below to find out.

(a) They take in information (input)
There are devices that makeup the computer set that takes in information and they are called inputs. The input refers to ways in which the information is put into the computer for people to access or read. These input devices can be in the form of hardware and software. What are the differences between hardware and software devices? The differences between hardware and software devices are that hardware devices are physical components of the computer. You can see, feel and touch them. For example, the screen of the computer.

Software devices are programmes that are put into the computer that make the computer work. These programmes have preset instructions. Preset refers to arranging the settings of a timing device controlling an electrical appliance so that the application is automatically switched on at a specific time. For example, computer programme of Microsoft Windows XP. A Screen is just a screen until certain buttons have been pressed signalling programmed instructions to cause the screen to have instructions appearing. Otherwise the screen will have power flowing through but nothing appearing on it. You will see the input devices on the next page.

Input Devices
Input devices change data or information entered into a form that the central processing unit (CPU) can understand and process. Input devices can be of hardware and software type.

(b) They store data
The hardware device called the central processing unit (CPU), stores needed information. When the computer is to be used the button on the CPU should be pressed to allow the preset instructions to signal the stored data to appear on the screen for business to access or get information. What is data? Data refers to the information stored and filed in the computer. For example, filed documents like the business report of balance sheet and the Profit and Loss Statement, source documents like the letter of enquiry, the quotations and the invoices to name a few.
The table below shows types of input devices that are part of the computer system. You should at least know what they look like.

You can refer to your computing course book to help you know more about the parts and the functions of computers.

INPUT DEVICES

Hardware		Software
- Keyboard	- Digital camera	- Soft board (A keyboard that appears on the screen)
- Mouse	- Pen stylus	- Microsoft programmes like Microsoft words and excel
- Scanner	- Touch screen	
- Modem Magnetic ink character reader (MICR)		
- Video camera	- Floppy disk drive	
- CD-ROM reader	- Flash drive	

(c) They manipulate data (processing)
The computer software programmes processes or works out the information that is put into the central processing unit (CPU) so that it can give an output or feedback. For example, the programme Microsoft Excel is used for creating spread sheets. When the business wants to prepare accounting reports the Microsoft excel programme will help them since there are already instructions set to calculate the figures. Manipulate is a change made to the original information given.

For instance, you are an accountant and you want to prepare a balance sheet. You will have to open the programme called Microsoft Office to access Microsoft Excel. Once you click on the Microsoft Excel a spread sheet will appear. This now makes it easier for you to just type in the figures. In the process of entering the figures there are set formulas you as an account should know how to use. The programme will automatically calculate the figures. That is already manipulating of the data or processing it. The calculated figures are the output.

(d) They provide the user with information (output)
The output devices process data from the central processing unit (CPU) or monitor into a form that a person or other devices can understand and use. There are output devices both hardware and software that aid or help bring out the information. For example, an output device but hardware in nature is the speaker. When you play a video which is the input the sound heard is the output and is given from the output device which is the speaker.

Look below to see the types of output devices that are part of the computer system.

OUTPUT DEVICES

Hardware		Software
- Monitor	- CDC/DVD	- Soft board
- Printer	- Flash drive	- CD-ROM output
- Plotter	- Fax	- Voice output
- Modem	- webcam	- Touchscreen
- Video camera		- Microsoft programmes and results

Source: Internet-2015
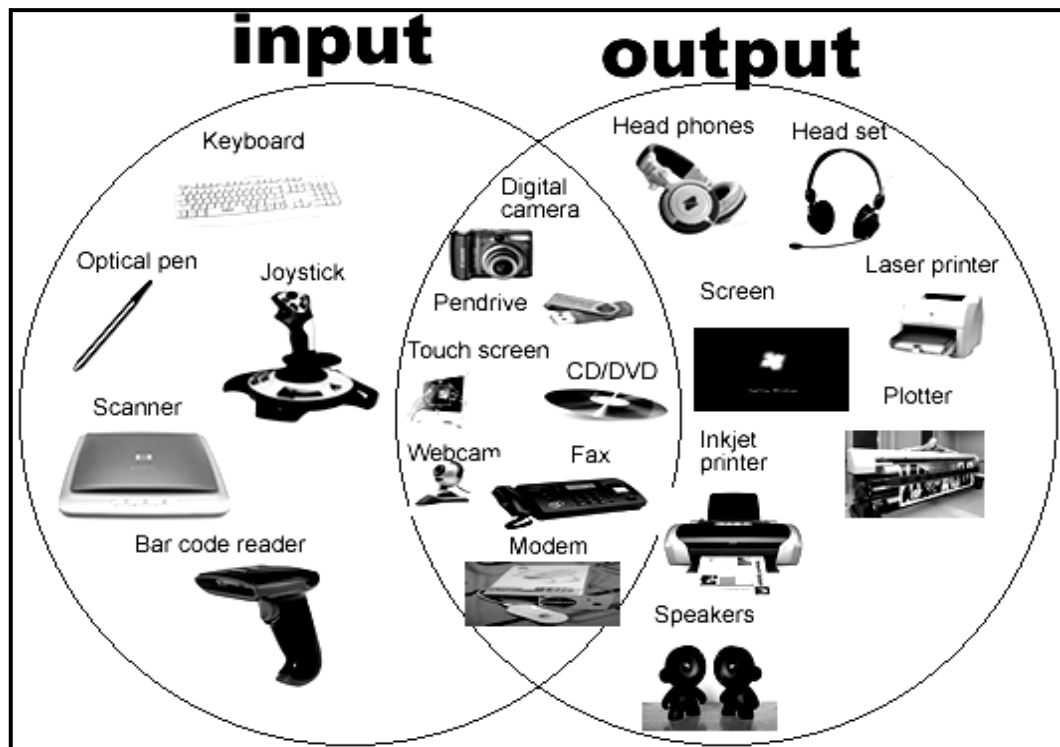
The diagram shows input and output devices. The middled circle shows the devices that that can input and output data. (Source: Internet – 2015.)

2. Uses

(a) E-learning, Web-based training and software packages: A business person can improve learning through educational software installed in the computer.	(f) Design and presentation: The invention of graphic design, digital photographs and printing technology has businesses display information more clearly and artistically.
(b) Marketing: A business can make known its goods to customers online through social media marketing like facebook and yahoo.	(g) Storage, Archival and retrieval: Thousands and thousands of manuscripts, files, charts, or other document types can be stored on a tiny microchip. Today, data management is easy, thanks to computers and products that enable businesses to organise, store and easily retrieve critical or important information.
(c) Telecommuting and remote business: With portable laptops, smartphones and wireless internet business can be conducted in remote areas.	(h) Financial transactions/e-commerce: A business can be done on-line easily. For example, instead of going to banks you can simply do internet banking wherever you are.
(d) Document processing: Word processing for letters, manuscripts, and proposals have greatly changed the business world. Gone are the days of handwritten letters.	(i) Search engines and browsing: For business to stay up to date it must search what is called search engines such as Google or yahoo to obtain up-to-date information concerning the business
(e) Organising: Many offices are now more organised since the use of	(j) Communication /network: Business does not need to write letters anymore

computer programmes handle their schedules, accounting, bills, inventory or stock management and contacts.	they simply have to send email to inform partners and clients.

Activity 18.2: Complete the activities given below.

1. Define function. _____

2. List the four main functions of computers.
(a) _____ (c) _____
(b) _____ (d) _____

Development in Computers and the Impact on Businesses

The development in computers has led to continuous change in computer technology. The number of hardware appliances attached has greatly been reduced. From the normal desktop and telephone which stays in one place to the mobile computers and phones. Mobile refers to being able to move freely and easily. So mobile computers like the laptops, tablets, ipads and iphones have made business become very easier. You sometimes hear people saying 'business done at the tip of your finger'. Simply because you will use your fingertips creating, sending and receiving information wherever you are. Gone are the days where it is a must for you to be in the office to do your work. You can travel anywhere and do business anytime.

There have been improvements to the features of the computer. One computer newly introduced will become history if the other one introduced after it has one or two features that the previous one does not have. As a business person you need to keep up with technology so that you can make the most out of it with the goal of maximising profit.

Advantages and Disadvantages of Using Computers

Computers have advantages and disadvantages that all using these devices must be aware of.

Advantages of using Computers	Disadvantages of using Computers
(i) Multitask This means you are able to do many other job since time is saved using the computer.	*(i) Leads to job losses* Since the computer can perform many tasks the business will see that it needs to remove some workers. For example, the office mail boy will no longer be needed since the email can do the work. The manager types the letter and sends it through the email. There is no need for a typist and no need for a driver to drive to the post office to deliver the mail. The manager sits in his office and in an instant the message is sent to the person who the information is intended for.

(ii) Saves time Using the computer cuts down time and manpower needed to do the work.	*(ii) Is expensive* It is very costly for small a business to have computers. Also it is very expensive to have internet services provided since the rate paid to access internet is very expensive as well.
(iii) Improve market monitoring and secures storage of business information Businesses are able to know who their competitors are and come up with ways to market their goods quickly. They are also able to find out more information from their suppliers on the goods they are selling and how much and what to buy and what not to buy.	*(iii) Pose as security risks to business information* This means that the information of the business can be stolen by hackers. You have learnt about hackers in your previous lesson.

Summary:

You have come to the end of Lesson 18. In this lesson you learnt that;

- Computer refers to an electronic device that accepts, processes, stores and outputs data at high speeds to programmed instructions.
- The importance of a computer in a business are; Inventory management, presentations and documents, electronic communication, internet access
- Computers have functions and uses in business that a business person must be familiar with.
- A business person must be up-to-date with the use of technology.
- Technology has now become the lifeline for businesses.

NOW DO PRACTICE EXERCISE ON THE NEXT PAGE

Practice Exercise 18

1. Define the following words.
(a) Inventory. _____
(b) Internet. _____
(c) Supply chain. _____
(d) Internet Protocol. _____
(e) Standardise. _____
(f) Preset. _____
(g) Data. _____
2. What does email stand for? _____

3. Explain the difference between input and output devices?
_____
_____

4. List the 10 uses of computers.

(a) _____   (e) _____   (i) _____

(b) _____   (f) _____   (j) _____

(c) _____   (g) _____

(d) _____   (h) _____

5. Fill in the table by listing the advantages and the disadvantages of using computers in a business.

Advantages	Disadvantages

CHECK YOUR ANSWERS AT THE END OF TOPIC 4

Lesson 19:   Other Office Equipment and Electronic Devices

Introduction:
Welcome to Lesson 19. 'Communication and Technologies' and is the last lesson for this unit, 9.4. In the previous lesson you learnt about the use of computers. In this lesson you will learn about the other office equipment and electronic devices or machines like printers and fax machines that help businesses carry out their set business activities.

Your Aims:
- Identify other electronic office equipment and their uses in business communication
- Identify the advantages and disadvantages of these electronic office equipment

Electronic Office Equipment and their uses in Business Communication

In today's world there are many office equipment and electronic devices than before. Different businesses use different office equipment and electronic devices that assists the type of business they do. Many of these electronic devices used are automatic.

Can you explain a bit more about the word automatic?

Automatic refers to something that works itself without human help. For example, a printer. The printer prints out information from the computer. It is connected to the computer and the power point . When someone wishes to print out information he or she will have to switch on the power which allows electricity to flow through the equipment. Thus the print button is pressed and the information needed is printed out by the machine. In the printing machine there are parts of the machine that receives the paper, prints the ink onto the paper and send the paper with the printed information out. Notice here that the person printing is only pressing the button commanding the printer to print. The person printing doesn't do much. So that's how automatic machines work.

In the past if printing were to be done it would have involved a lot of people since the labour was manual. Manual refers to using the hand to do things. Someone would have made paper out of wood. The person writing will have to be careful not to make any mistake when writing on the paper. The development of automatic machines have led to greater production with minimal or little or no error. An Error is another word for mistake.

In this lesson we will look at the other equipment and electronic devices used in business communications apart from computers. We studied the importance and the functions and uses of computers in business in the last lesson.

So, what are those equipment and electronic devices needed to help communication in business?

The most common equipment and electronic devices that are found in any office are:

- Computers
- Typewriters
- Facsimile or fax machines
- Photocopiers
- Printers
- Scanners
- Telephones
- Cash registers

- A Clock-in machine
- A Switchboard
- Duplicators.
- A Public address system (PA)
- Spiral binders
- A Laminator
- Automatic teller machines (ATM)

OFFICE EQUIPMENT AND ELECTRONIC DEVICES

A Clock in Machine

A Stapler

Facsimile or Fax Machine

Hailer or Mega Phone

Filing cabinet

A Screen

A Whiteboard

An Amplifier

A Photocopier, printer and scanner in one machine

A Weighing machine
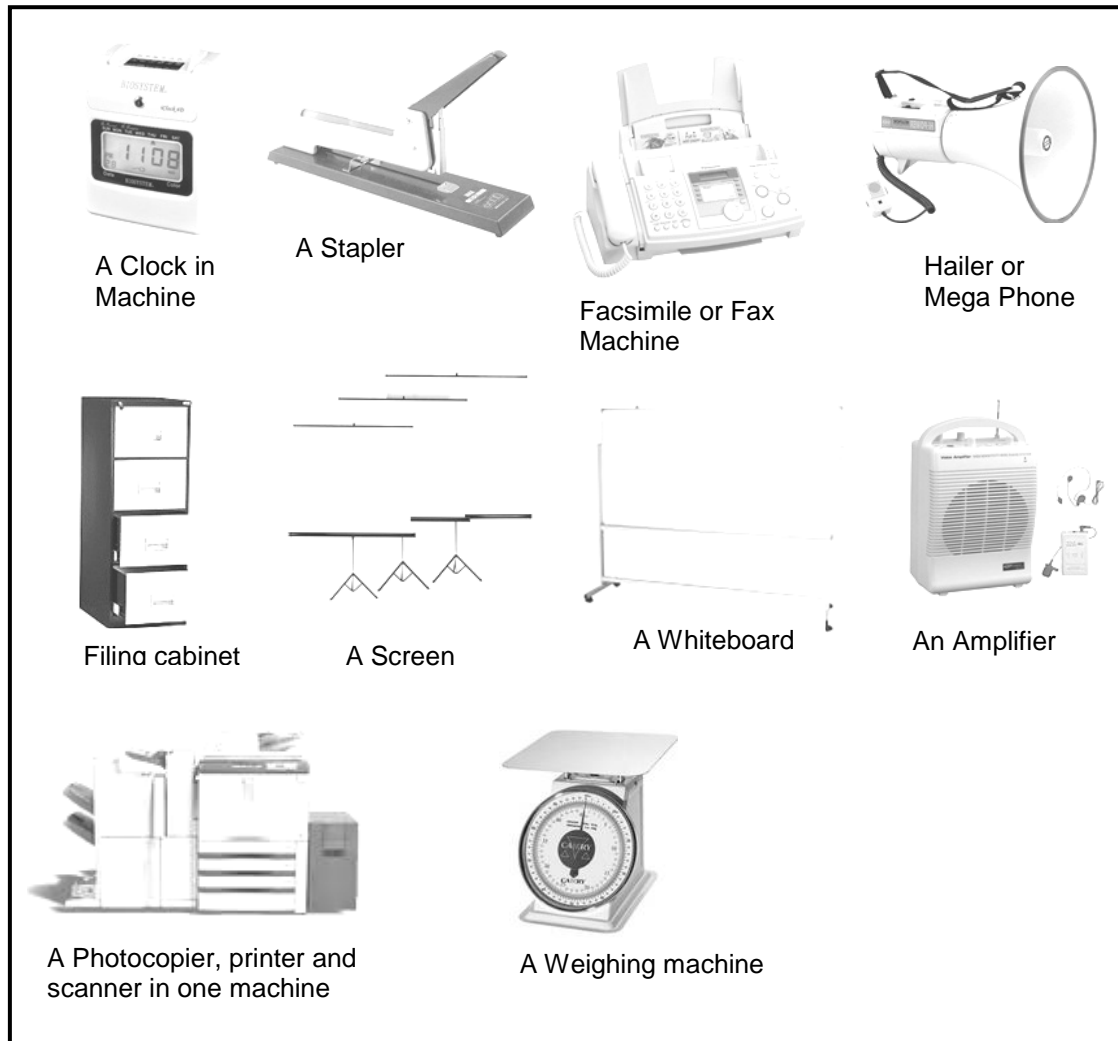
Source: Internet- 2015

Uses of office equipment and electronic devices in business communication
The use of the office equipment and electronic devices in business communication enables the business to maximise or increase production in a small amount of time. Using these equipment and devices will help the business to succeed in its operation. There is not much need of moving around, time is used efficiently as well as effectively. These equipment and devices will help the business to have all necessary documents like the letter of enquiry or the order letter sent on time to their suppliers. They can be able to make known their products whether goods or services through advertising using these equipment and devices.

Activity 19.1:   Complete the activities given below.

1. Define
(a) Automatic_____
(b) Manual _____

2. Explain the uses of the office equipment and electronic device in business communication.

Advantages and Disadvantages of Office Equipment and Electronic Devices

Businesses should be able to know the advantages and the disadvantages of using office equipment and electronic devices so that they are prepared in advance.

Advantages
1. Uses of technologies save time and helps minimise or reduce workload.
2. Use of technologies increase productivity and performances of employees.
3. Use of technologies produces precise and accurate work resulting in reduced error.

Disadvantages
1. It is very expensive to purchase all the latest equipment to make business work easier.
2. It will be difficult if there is a breakdown in the equipment and no technician is around to fix it. That means more time is wasted leading to a decrease in productivity.
3. Using electronic equipment depends on electricity and to do business in areas where there is no electricity means that the equipment will never be used.
4. Untrained employees can spoil the equipment and replacement will be costly.
5. Technical mistake with the equipment are very annoying and leads to loss of revenue.
6. New and the latest technologies are developed continuously so very expensive machine that businesses purchase may soon become useless thus wasting capital.
7. Break and enter by thieves and removing electronic parts by an employee for personal use may affect business if the business depends more on these technologies.

Now, turn to the next page to do activity 19.2

Activity 19.2: Complete the activity given below.

Fill in the table by listing the advantages and disadvantages of office equipment and electronic devices used in business communication.

Advantages	Disadvantages

Summary:

You have come to the end of Lesson 19. In this lesson, you learnt that;

- There are many office equipment in businesses that are used by businesses to assist them in their production of goods and services.
- Automatic machines have replaced the manual machines.
  Automatic refers to something that works itself without human help.
- Manual refers to using hands to do things.
- Some common equipment you will find in offices are;
  The computers, the telephones, the photocopiers, fax machines and mobile phones
- Use of office equipment and electronic devices have sped up job performance and increased productivity.
- Office equipment and electronic devices used for business communication must be up to date.

NOW DO PRACTICE EXERCISE 19 ON THE NEXT PAGE

![pen icon] **Practice Exercise 19**

1. Match the given equipment to the correct given functions by writing the correct letter of the function to the words given.

EQUIPMENT		FUNCTIONS
Mobile phone	__	A. Used for making calls where the office line is connected
Cash register	__	B. Does most of the business work through typing to sending information to saving important information of the business
Internet	__	C. Makes public announcement within the organisation
Fax Machine	__	D. Makes large numbers of copies
Scanner	__	E. Makes copy of the original copy
Duplicator	__	F. Makes the same copy to edit or do further adjustment
Photocopier	__	G. Helps to make public presentation of reports
Computer	__	H. Device that can be used to make calls anywhere
Projector	__	I. Transfers hard copy to people if required
Laminator	__	J. Records information of receipt issued to customers when cash is used to buy goods
PA System	__	K. Machines used to calculate the employees hours worked
Clock-in timer	__	L. Information from all over the world can be accessed or found
Telephone	__	M. Machines that sticks ID photos onto a laminating plastic

2. Use the given bolded words below to complete the blank spaces of the given paragraph below.

equipment, effective, devices, increase, decrease, production, save, product, costs, technology, electronic, machines, maximise speed.

Businesses must keep up to date with _____. _____ in business will surely _____ if _____ and _____ are current and functioning well. Businesses must ensure their employees are well informed on how to use this _____.
Due to increase demand of population _____ devices have been made to _____ _____ of production to satisfy the never ending needs and wants of the people.

3. Explain the difference between automatic and manual machines.

_____

_____

_____

_____

_____
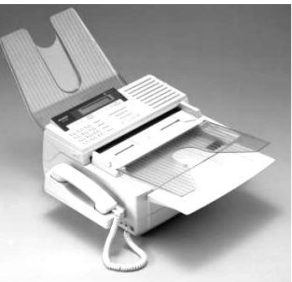
CHECK YOUR ANSWERS AT THE END OF TOPIC 4.

ANSWERS TO

TOPIC 4

PRACTICE EXERCISES

Answers to Practice Exercise 17 -19

Practice Exercise 17

Device	*Function*
	The computer is used to type and save information of the business. It is also used to send e-mails for the business, making it easier for communication with its clients and partners. If the computer is connected to the printer the business documents can be printed.
	The easiest means for the business to communicate with its clients and partners. The business person does not have to waste time moving to and fro. This time will be saved doing other productive work of the business.
	It performs the same function like the telephone however messages can be sent using this device. You can do business anywhere since it is portable. Portable means easy to carry. Since it is wireless you carry it around with you making sure it is fully charged.
	Important documents of the business can be sent through this device to its clients and partners who will receive the exact copy from their facsimile or fax machine.

Practice Exercise 18

1. (a) *Inventory refers to the stocks of the business.*
(b) *Internet refers to a global or worldwide system of interconnected computer networks that use the standard of recognised address called internet protocol.*
(c) The *supply chain refers to the distribution of production from the manufacturer to the wholesaler to the retailer.*
(d) *Internet protocol refers to a unique address made up of numbers ranging from 0-255 given to everyone worldwide using computers to communicate with each other's computers.*
(e) *Standardise refers to ensuring that things are done in order an in exactly in same way..*
(f) *Preset refers to arranging the setting of a timing device controlling an electrical appliance so that the application is automatically switched on at a specific time.*
(g) *Data refers to the information stored and filed into the computer.*

2. *Electronic mail*
3. *Input devices are the parts of the computer that feeds information into the computer. Output devices are the parts of the computer that give out the information needed by the users.*

4.

(a) E-learning, Web-based training and software packages	(e) Organising	(i) Search engines and browsing
(b) Marketing	(f) Design and presentation	j) Communication /network
(c) Telecommuting and remote business	(g) Storage, Archival and retrieval	
(d) Document processing	(h) Financial transactions/e-commerce	

5.

Advantages	Disadvantages
(a) Multitasks	(a) Leads to job losses
(b) Saves time	(b) Is expensive
(c) Improves market monitoring and secures storage of business information	(c) Pose as security risks to business information

Practice Exercise 19

1.

EQUIPMENT		FUNCTIONS
Mobile phone	_H_	A. Used for making calls where the office line is connected
Cash register	_J_	B. Does most of the business work through typing to sending information to saving important information of the business
Internet	_L_	C. Makes public announcement within the organisation
Fax Machine	_I_	D. Makes large numbers of copies
Scanner	_F_	E. Makes copy of the original copy
Duplicator	_D_	F. Makes same copy which can be later edited
Photocopier	_E_	G. Helps to make public presentation of reports
Computer	_B_	H. Device that can be used to make calls anywhere
Projector	_G_	I. Transfers hard copy to people if required
Laminator	_M_	J. Records transactions of goods and services bought with cash
PA System	_C_	K. Machines used to calculate the employee hours worked
Clock-in timer	_K_	L. Information from all over the world can be accessed or found

2. Businesses must keep up to date with **technology**. **Production** in business will surely **increase** if **equipment** and **devices** are current and functioning well. Businesses must ensure their employees are well informed on how to use these **machines.**
Due to the increase demand of the population **electronic** devices have been made to **maximise speed** of production to satisfy the never ending needs and wants of the people.

3. *The difference is automatic machines do not need humans effort or help to produce things whilst manual machines need human hands to produce things.*

> **REVISE TOPIC 4 AND DO TOPIC 4 TEST**
>
> **IN YOUR ASSESSMENT BOOK 4**

ANSWERS TO

UNIT 4

LESSON ACTIVITIES

Answers to Lesson 1-19 Activities

Lesson 1

Activity 1.1

1. *(a) Communication refers to the result of any action whether physical, written, verbal or non-verbal that conveys or carries meaning between two individuals or people.*

(b) Business communication refers to the process where the seller or the business person wants to make known his or her goods and services available on the market to the public.

(c) Efficient refers to being well organised and the resources are not wasted

(d) Effective refers to producing results.

2.

Elements	Explanation
Information source	*This is the person that starts the communication process.*
Transmitter	*This is the device or equipment that picks up the voice that started the conversation*
Channel or medium	*This is how the message is channeled or passed on. For instance through a frequency.*
Receiver or destination	*The person or device receiving the message and gives the feedback.*

Activity 1.2

(a)   Management efficiency   (e) Better decision
(b)   Strengthens morale and relations (f) Staffing
(c)   Effective Leadership   (g) Better management concern
(d)   Mutual Trust and confidence

Lesson 2

Activity 2.1

1. *A firm refers to an organisation which is made up of groups of people who make money selling goods and services.*

2.

(a) In-Person Communication

(b) Telephone

(c) Email

(d) Fax

(e) Video Conferencing

(f) Letter Writing

(g) Indirect Communication

Activity 2.2

Forms of Business Communication	Explanation
1. Internal	This involves communication or exchanging of information within the work environment.
2. External	This involves communication or exchanging of information with people outside of the business that is work related
3. Personal	This involves communicating or exchanging of information with people whom you are familiar with the workplace like your work mates. Communication here is not formal meaning no formal procedures are followed when you want to talk to your friends.

Activity 2.3

1. Vertical Communication

Vertical communication involves the flow of communication either upward or downward following set procedures. That is from the superior to the subordinates and likewise.

2. Horizontal Communication

Horizontal communication involves the flow of communication from the people of the same work status or rank. For instance, from workers to worker or from managers to managers.

Lesson 3

Activity 3.1

1. *Oral communication refers to spoken communication by way of using the mouth.*
2. *It influences others to accomplish or achieve common objectives or aims of the business. It channels instructions, directions and feedbacks fast and directly.*
1. Face to face contact
2. The telephone and mobile phones
3. Two way-radio

Activity 3.3

1. *Written communication refers to any form of interactive communication that uses written words to convey or give out a message.*

2. *(a) Always creates a permanent record which is reliable.*
(b) Stores information for future references.
(c) It can promote or help learning.
(d) Provokes or encourages critical thinking.
(e) It expresses who you are as a person.

Activity 3.4

1.Correspondence   *4.Instructions*

2. Reports   *5.Business Documents*

3. Proposals

Lesson 4

Activity 4.1

1. *Business communication skills refers to the technique of speaking, listening and writing to communicate with others in the business environment.*

2. *The importance of business communication is to gain the trust and confidence of the clients or customers of the business.*

Activity 4.2

1. *Correspondence refers to written information for example, letters, newspaper, and magazines.*

2. *Listening is important because it will help you to give back the correct responses.*

3.

(a) Pronounce the words clearly	*(f) Always make contact with listener*
(b) Emphasize the importance of a particular thought	*(g) Ask questions*
(c) Avoid fillers while speaking	*(h) Ensure communication is understood*
(d) Avoid interrupting the speaker	*(i) Read the body language*
(e) Careful listening	

Activity 4.3

1. Pay close attention to context	*5. Do nott rely on your computer to correct mistakes*
2. Keep Language simple	*6. Encourage feedback*
3. Use short sentences	*7. Read messages out loud*
4. *Break-up the paragraph*	

Lesson 5

Activity 5.1
Barrier refers to something that obstructs or disturbs the flow or movement of things like information.

Activity 5.2
People are a barrier to effective communication by their attitudes, their race, and their culture.

Activity 5.3
Language is a barrier to effective communication when one speaks in his or her dialect which causes confusion thus communication becomes difficult and what is expected of the business is not achieved.

Lesson 6

Activity 6.1

1. (a) *Postal services refer to mail delivery services.*

(b) *Mail refers to letters, cards and packages that are handled and distributed in a postal system.*
2. *The importance of postal services is that it arranges for mails to be sent within Papua New Guinea and overseas.*

Activity 6.2

1. *Mileage refers to the distance taken to send something.*

2.
(a) letters   *(c) parcels*
(b) packets   *(d) aerogrammes.*

Activity 6.3

1. *Registered mail are mail that have been paid for and the receipt given by the post office to the sender. The receiver is notified of the mail and the receipt number however has not received it yet.*
2. (a) *EMS stands for Express Mail Services*
(b) *SMK stands for Salim Moni Kwik Services*

Lesson 7

Activity 7.1

1. (a) *Telecommunication is the transmission or airing of information by the encoder over significant distance using radio signals, electrical or optical lines.*
(b) *Encoder refer to the person sending out the message.*
(c) *Signifant refers to something important.*
(d) *Visual refers to something that can be seen.*

2. *The importance of telecommunication is that it enables communication of information to move fast and on time.*

Activity 2:

1. (*a*)*Telephone services (b) Mobile phones (c) Other services like Vsat and wireless.*
2. *Answers:*
(a) STD Subscriber Trunk Dialling
(b) IDD International Direct Dialling

Lesson 8

Activity 8.1

1. *Business Document refers to the information on paper showing goods or service that have been bought or sold for cash or on credit.*

2.

(a) Letter of enquiry	*(f) Invoice*
(b) Quotation and price list	*(g) Credit Note*
(c) Order form	*(h) Statement of Account*
(d) Acknowledgment of order.	*(i) Receipt*
(e) delivery note or consignment note	

3. *The importance of business documents is it acts as a proof that a transaction has taken place between the buyer and the seller.*

Activity 8.2

1. (a) *A catalogue refers to a list of products with their features and prices.*

(b) *A price list refers to a list of goods for sale with the price of each item shown.*

(c) *A quotation refers to a specific price list. It shows the price of the goods that the buyer has ordered for.*

2. *Ex-warehouse and ex-factory means that the goods ordered for and to be delivered do not include transport costs. Carriage paid means that the goods orders for and to be paid for include transport costs.*

Activity 8.3

1. A *Delivery note is the note brought in by the person delivering the goods showing the goods that have been ordered. The buyer cross checks with his order form and signs the delivery form. The supplier takes the original copy whilst the buyer keeps the carbon copy. The Consignment note shows that an outside firm has delivered the goods and not the supplier. The buyer must check the goods and have a copy of the consignment note as well.*

2. *Receipts are important because they show that the payment has taken place between the buyer and the seller.*

Lesson 9

Activity 9.1

1. (a) *Credit transaction refers to the buying and selling of goods or services on credit.*

(b) *An invoice refers to the document that gives the full details of the amount of money owed for the goods supplied.*

2. *E means errors and EO means Errors and omission. This means that the buyer is allowed to make any correction found on the invoice.*

3. The difference is that the word pro form is written.

4. *The seller*

5. *Because the seller has charged too much on the invoice.*

Activity 9.2

1. *A statement of Account refers to a document lists of all the transactions which have taken place during the month.*
2. *The seller will not offer any more discount or special that are given to the buyer.*
3. *To inform the seller that the amount they owe is now paid with the cheque.*

Lesson 10

Activity 10.1

1. (a) *A business letter refers to a letter that is written and exchanged between the business and its partners a clients or customers.*
 (b) *Integrity refers to holding high standard for something*
(c) *Sincerity refers to honest information.*
(d) *Formal refers to following set steps to communicate.*

2. *The importance of the business letter is for the business and people who have interest in the business like the clients or customers, its partners and the general public to seek information from each other to do business.*

Activity 10.2

(a) inside address	*(d) body*	*(f)enclosure*
(b) subject line	*(d) complementary close*	*(g) copy circulation*
(c) salutation	*(e) signature*	*(h) post circulation*

Activity 10.3:

(a)

Classification	*Explanation*
Neutral	*Business letters are neutral when they are letters to find out about something for example order letter*
Positive	*These are business letters that are written giving good or positive responses to the person that has requested information or to start a business activity*
Negative	*These are business letters that are written giving negative information. For example a letter of complaint*

Lesson 11

Activity 11.1

1. *Business correspondence involves written information to inform exchange information in business.*

2.

Importance of business correspondence	Explanation
1. Maintains a proper relationship	Since business activities are not only happening in one place writing will help both the business and their clients to be up-to-date with each other on their dealings.
2. Serves as evidence	Since letters are written they can be used again as evidence that a business activity happened between them and the buyer.
3.Inexpensive and convenient mode	You don't have to waste a lot of money writing or typing letters to send.
4. Create and maintain goodwill	The business makes it its business to find out if there are complaints for the goods or services they are providing. They also make it known to their partners and clients the new products they have on the market.
5. Help in expansion of the business	Writing letters will help the business to expand since moving from one place to another talking to partners and clients will mean waste of time. That time could be used to produce more work for the business resulting in its expansion.

Activity 11.2

(a) Clear   *(d) Correct*   *(f)Complete*
(b) Concise   *(e) Coherent*   *(g)Courteous*
(c) Concrete

Activity 11.3

1. *Department of Education*
2. *Parents, schools and students*
3. *Maximum school fees to be paid by the parents*

Lesson 12

Activity 12.1

1. (a) *Full block format*

(b) *Modified or semi-blocked indented paragraph format*

(c) *Modified or semi-blocked format*

(d) *Simplified*

2. *Full block format and modified or semi-blocked indented paragraph format.*

Lesson 13

Activity 13.1

1. (a) M*eeting refers to an occasion or event where people gather together to discuss something.*

(b) *A business meeting refers to people coming together to discuss business issues about which they need to come to an agreement or other business issues that needs attention.*

2. *(a) Better decision making*

    (b) Maintain trust and reach a consensus

    (c) Achieve better understanding of complex or challenging problems and issues

    (d) Resolve conflicts

    (e) More thorough follow-through

Activity 13.2

Formal meetings follow set procedures or steps whilst informal meeting do not follow the set steps or procedures.

Lesson 14

Activity 14.1

1. (a) *Meeting procedures refers to steps or guidelines followed when conducting a meeting to help achieve the intended purpose of that meeting.*
(b) *Meeting minutes are the written record of the meeting.*

2. *Because this will help the meeting to flow smoothly so the information the business wants to be passed on to everyone is done thus business will achieve its goals and objectives.*

Activity 14.2

This means that everyone wishing to make statements must address the speaker. That is the speaker should be notified before raising a point or speaking.

Activity 14.3

1.Welcome and opening	4. Business matters arising from the previous meeting minutes	7. Any other business
2. Attendance and apologies	5. Formal agenda items	8. Announcement on the date of the next meeting
3. Previous meeting minutes	6. Correspondence	9. Closure of the meeting

Activity 14.4

1. *The importance of minutes taking is to write down accurate information of the business.*
2. *Minute taker*
3.

(a) Be prepared	(d) Be selective
(b) Take handwritten notes	(e) Use symbols and abbreviation
(c) Structure your notes	(f) Types the notes and distribute

Lesson 15

Activity 15.1

1. Filing refers to the storing of documents in an orderly and systematic manner.

2. Filing is important because the documents are kept safe where they can be obtained easily and quickly when needed.

3. (a) To prove that something has been done

(b) For management information

(c) For official regulation purposes according to the law set by the government

Activity 15.2

Filing Methods	*Explanation*
Clip	*They are used to hold documents until they are filed.*
Box File	*Documents of the same subject can be kept in here. For instance, tax form or business correspondence.*
Lever Arch File	*A very strong file which can store many documents.*
Expanding Folder	*It contains pockets that stretch easily for filing.*
Filing Tray	*Trays are stacked upon each other and each file is labelled as in-tray, out-tray or pending.*
Filing cabinet	*A cupboard with filing pockets hanging from rails inside drawers. Mainly found in offices.*
Dead File	*Files which are no longer in use. They may be destroyed anytime.*

Activity 15.3

1. Always file new information
2.Spend time thinking about which is the best filing method and system
3. File neatly and systematically
4. Take care not to misfile documents
5. Labels files

Lesson 16

Activity 16.1

1. *Filing system is the orderly and organised way in which documents are stored.*

2.
(a) Alphabetical	*(d) Geographical*	*(g) Computerised*
(b) Numerical	*(e) Chronological*	
(c) Subject	*(f) Microfilming*	

Activity 16.2

1.

A1	A2
Aihi Cindy K	*Allen Shirley M*
Benny Collin Harry	*Brown G Robert*
Gary Benson B	*Kila Dikana H*
Ligo Martin A	*Mari Molly R*

2.
(a) Dak Bua Express	*(c) Tseng Da M & S Ltd*
(b) Gawi John K & Associates	*(d) Wei Wal & Co*

Activity 16.3:

1. 27th April 2007	*4. 27th April 2008*	*7. 27th April 2009*
2. 10th May 2007	*5. 29th July 2008*	*8. 7th May 2009*
3. 7th June 2007	*6. 29th September 2008*	*9. 19th June 2009*

Lesson 17

Activity 17.1

1. (a) *Technology is the study, development and application of devices, machines and techniques for manufacturing and productive purposes.*
   (b) *Communication technology refers to the advancement in production, design and variations of gadgets that enhance or help information to be exchanged between the sender and the receiver.*
2. *The importance of communication technology in business is it helps the business to exchange information concerning the business at a much faster rate.*

Activity 17.2

Advantages	*Disadvantages*
1. Communication is more efficient	1. Not always reliable
2. Faster method of communication during an emergency	2. It is costly
3. You are able to communicate anywhere in the world	3. People become dependent
4. Difficult long distance communication easier	4. Harder for people of the older generations to keep up with the technology
5. Communication is made easier	5. Hackers

Lesson 18

Activity 18.1

1. *Computer refers to an electronic device that accepts, processes, stores and outputs data at high speeds for programmed instructions.*

2.

(a) Inventory Management	*(d) Internet Access*
(b) Presentations and documents	*(e) Multi-site network*
(c) Electronic communication	

Activity 18.2

1. *Functions refer to purpose of an item.*

2. *Answers:*

(a) They take in information (input)	*(c) They manipulate data (processing)*
(b) They store data	*(d) They provide the user with information (output)*

Lesson 19

Activity 19.1
1. (a) *Automatic refers to something that works itself without human help.*
   (b) *Manual refers to using hands to do things.*

2. *The use of the office equipment and electronic devices is to maximise production in a small period of time with little or no error.*

Activity 19.2

Advantages	*Disadvantages*
Helps minimise workloads	*Very expensive to purchase all the latest equipment*
Helps increase productivity	*Breakdown of machines and not being fixed on time will lead to a decrease in production*
Helps produce precise and accurate work resulting in reduced error	*Buying and placing electronic equipment where there is no electricity means waste of money.*
	Untrained employees can spoil the machines.
	Technical mistakes lead to loss of revenue for the business
	Businesses should be prepared to spend money on expensive technologies that are continuously changing.
	When these devices are stolen it becomes very difficult for the business to do its work thus leads to a fall in production.

END OF ANSWERS TO THE LESSON ACTIVITIES.

STUDY FOR YOUR UNIT EXAMINATION

UNIT 4

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STUDENTS AND MARKER'S COMMENTS

STUDENT'S COMMENTS:

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Marker's Signature	:	....
Date	:	....

FODE PROVINCIAL CENTRES CONTACTS

PC NO.	FODE PROVINCIAL CENTRE	ADDRESS	PHONE/FAX	CUG PHONES	CONTACT PERSON		CUG PHONE
1	DARU	P. O. Box 68, Daru	6459033	72228146	The Coordinator	Senior Clerk	72229047
2	KEREMA	P. O. Box 86, Kerema	6481303	72228124	The Coordinator	Senior Clerk	72229049
3	CENTRAL	C/- FODE HQ	3419228	72228110	The Coordinator	Senior Clerk	72229050
4	ALOTAU	P. O. Box 822, Alotau	6411343 / 6419195	72228130	The Coordinator	Senior Clerk	72229051
5	POPONDETTA	P. O. Box 71, Popondetta	6297160 / 6297678	72228138	The Coordinator	Senior Clerk	72229052
6	MENDI	P. O. Box 237, Mendi	5491264 / 72895095	72228142	The Coordinator	Senior Clerk	72229053
7	GOROKA	P. O. Box 990, Goroka	5322085 / 5322321	72228116	The Coordinator	Senior Clerk	72229054
8	KUNDIAWA	P. O. Box 95, Kundiawa	5351612	72228144	The Coordinator	Senior Clerk	72229056
9	MT HAGEN	P. O. Box 418, Mt. Hagen	5421194 / 5423332	72228148	The Coordinator	Senior Clerk	72229057
10	VANIMO	P. O. Box 38, Vanimo	4571175 / 4571438	72228140	The Coordinator	Senior Clerk	72229060
11	WEWAK	P. O. Box 583, Wewak	4562231/ 4561114	72228122	The Coordinator	Senior Clerk	72229062
12	MADANG	P. O. Box 2071, Madang	4222418	72228126	The Coordinator	Senior Clerk	72229063
13	LAE	P. O. Box 4969, Lae	4725508 / 4721162	72228132	The Coordinator	Senior Clerk	72229064
14	KIMBE	P. O. Box 328, Kimbe	9835110	72228150	The Coordinator	Senior Clerk	72229065
15	RABAUL	P. O. Box 83, Kokopo	9400314	72228118	The Coordinator	Senior Clerk	72229067
16	KAVIENG	P. O. Box 284, Kavieng	9842183	72228136	The Coordinator	Senior Clerk	72229069
17	BUKA	P. O. Box 154, Buka	9739838	72228108	The Coordinator	Senior Clerk	72229073
18	MANUS	P. O. Box 41, Lorengau	9709251	72228128	The Coordinator	Senior Clerk	72229080
19	NCD	C/- FODE HQ	3230299 Ext 26	72228134	The Coordinator	Senior Clerk	72229081
20	WABAG	P. O. Box 259, Wabag	5471114	72228120	The Coordinator	Senior Clerk	72229082
21	HELA	P. O. Box 63, Tari	73197115	72228141	The Coordinator	Senior Clerk	72229083
22	JIWAKA	c/- FODE Hagen		72228143	The Coordinator	Senior Clerk	72229085

SUBJECT AND GRADE TO STUDY

GRADE LEVELS	SUBJECTS/COURSES
Grades 7 and 8	1. English
	2. Mathematics
	3. Personal Development
	4. Social Science
	5. Science
	6. Making a Living
Grades 9 and 10	1. English
	2. Mathematics
	3. Personal Development
	4. Science
	5. Social Science
	6. Business Studies
	7. Design and Technology- Computing
Grades 11 and 12	1. English – Applied English/Language& Literature
	2. Mathematics - Mathematics A / Mathematics B
	3. Science – Biology/Chemistry/Physics
	4. Social Science – History/Geography/Economics
	5. Personal Development
	6. Business Studies
	7. Information & Communication Technology

REMEMBER:

- For Grades 7 and 8, you are required to do all six (6) courses.
- For Grades 9 and 10, you must study English, Mathematics, Science, Personal Development, Social Science and Commerce. Design and Technology-Computing is optional.
- For Grades 11 and 12, you are required to complete seven (7) out of thirteen (13) courses to be certified.

Your Provincial Coordinator or Supervisor will give you more information regarding each subject.

GRADES 11 & 12 COURSE PROGRAMMES

No	Science	Humanities	Business
1	Applied English	Language & Literature	Language & Literature/Applied English
2	Mathematics A/B	Mathematics A/B	Mathematics A/B
3	Personal Development	Personal Development	Personal Development
4	Biology	Biology/Physics/Chemistry	Biology/Physics/Chemistry
5	Chemistry/ Physics	Geography	Economics/Geography/History
6	Geography/History/Economics	History / Economics	Business Studies
7	ICT	ICT	ICT

Notes: You must seek advice from your Provincial Coordinator regarding the recommended courses in each stream. Options should be discussed carefully before choosing the stream when enrolling into Grade 11. FODE will certify for the successful completion of seven subjects in Grade 12.

CERTIFICATE IN MATRICULATION STUDIES		
No	**Compulsory Courses**	**Optional Courses**
1	English 1	**Science Stream:** Biology, Chemistry, Physics
2	English 2	**Social Science Stream:** Geography, Intro to Economics and Asia and the Modern World
3	Mathematics 1	
4	Mathematics 2	
5	History of Science & Technology	

REMEMBER:

You must successfully complete 8 courses: 5 compulsory and 3 optional.