

Revision for Summer Assessment

Office Administration and Customer Care

Revision List:

- 5 different types of retailers and explain how they operate.
- To be able to look up internet shopping and be able to add items to the cart.
- To be able to explain the 4 types of offices and give advantages/disadvantages of them.
- To be able to complete filing (working on alphabetical order).
- To be able to write up a business letter.
- To be able to list 5 items of office equipment and explain how they are used.
- To be able to complete a list of duties that need to be put in to a diary in an office.
- To be able to write down what you would say if you had to leave a message on an answering machine.