

CASE STUDY: Business Administration Level 2

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BACKGROUND

The majority my experience has been in either customer service or administration, initially in the retail sector before moving to various online retailers, and finally I found that as I got older I preferred the administrative side to the customer service / 'front of house' aspect of business, and I currently work as Company Secretary at a monumental masons.



I initially worked on a level 2 NVQ in business and administration, and thoroughly enjoyed this so made the decision to progress on to a level 3, which I am currently working towards.

Through this, I have developed much better organisational skills, particularly in my record keeping, and also have been able to pinpoint my weaker areas and work on improving these, such as meeting and conversing with the customers that come in my establishments of rapports with suppliers and business associates have also become easier, as I have learned correct procedures and methods for business meetings and proposals. I have also learned a lot more about the legal aspects of business, such as storage and retrieval of information and the solving of business issues.

A DAY IN THE LIFE OF...

My assessor has made the course extremely interesting by explaining everything comprehensively but also making it challenging and stimulating, so that at no point do I feel I am 'going through the motions' nor do I feel I cannot handle the work set.

I have found the training to be invaluable, particularly in my role, as being a small organisation there is a large amount of pressure on each team member and by learning ways to make the business more efficient and run more smoothly it has benefitted both the company and myself.

To further improve the rapport I have developed with our customers