



# Administration

## Organising, Ordering and Invoicing Customers

### Lesson objective

Students demonstrate and apply their administration skills in a choice of roles that each require them to work in a team to be successful. Tasks involve reading job descriptions and looking for key information, following written instructions, collecting and transferring information, planning and organising workplace activities and basic communication skills.

### Lesson overview

Students apply for a job with a local photography company – Big Smile Photography – which is seeking three teams of workers to assist with ordering, photographing and invoicing students at their school for individual and class school photos. This may be simulated or actually implemented as a school enterprise (in which case you will need to provide your own photo package brochure and pricing guide).

Each job has a specific administration requirement and skill set. As the instructions for each job are text-based, you may need to consider configuring each team to have a member with satisfactory reading skills.

### Resources

- ☐ Job Advertisement Student Worksheet
- ☐ Resources for each role are: All participants require pens, a rulers and scissors

Print

Project Team	Photography Team	Finance Team
<ul style="list-style-type: none"> <li><input type="checkbox"/> The Job Description including photo order summary sheet</li> <li><input type="checkbox"/> School Packages brochure</li> <li><input type="checkbox"/> Big Smile School Photo Order forms</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> The Job Description</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> The Job Description including tax invoice template</li> </ul>



Other

## Teacher Instructions



Project Team	Photography Team	Finance Team
	<ul style="list-style-type: none"><li><input type="checkbox"/> Digital camera/iPad</li><li><input type="checkbox"/> Access to a PC and printer</li></ul>	<ul style="list-style-type: none"><li><input type="checkbox"/> Envelopes for tax invoices</li></ul>

Note that several templates are included in each job description.

## Classroom organisation

Students work in teams of three to four. You need students in each of the three jobs for this lesson to work. If you have more than nine to 12 students in your class, you may decide to have 2 teams for each job and divide the 'customers' between the teams.

## Activity

1. All students need a copy of the advertisement, or you may wish to put this up on the interactive whiteboard and discuss as a whole class.
2. You can give one copy of each Job Description to each team to help them decide the role they will apply for, or you can display these on the interactive whiteboard and discuss as a class.
3. Have students organise themselves into teams of three to four and apply for one of the jobs listed in the newspaper advertisement by following the instructions in the advertisement
4. Read through the student applications and determine which team is assigned which job
5. Remind students that they may be allocated a job for which they did not apply. This is to ensure that all jobs are allocated across the class
6. Announce the successful applicants and their roles and distribute their resources kit for them to begin work
7. Students complete the activities described in their Job Description