



**MGR**

أ.إبراهيم أمان

**Ebrahim Aman**



TEAM

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TOGETHER

E

EVERYONE

A

ACHIEVES

**BOSS**

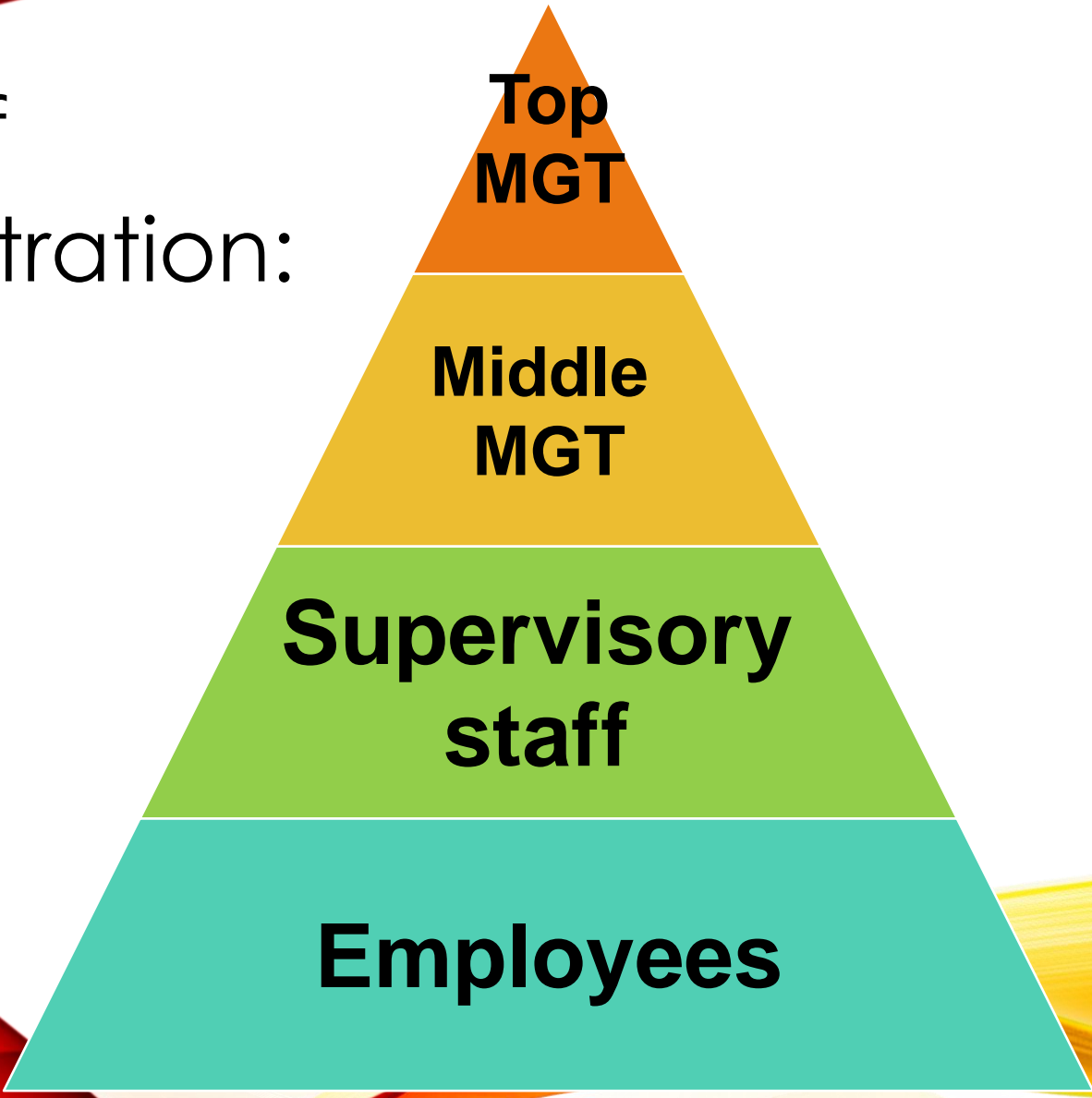


**LEADER**





Levels of administration:



**Top  
MGT**

**Middle  
MGT**

**Supervisory  
staff**

**Employees**

# Skills and Duties:

## 1. TOP MANAGEMENT:

- Knowledge of management tools and skills
- Aware of external factors affecting the business
- Strategic decisions and of a long term nature

## 2. MIDDLE MANAGEMENT:

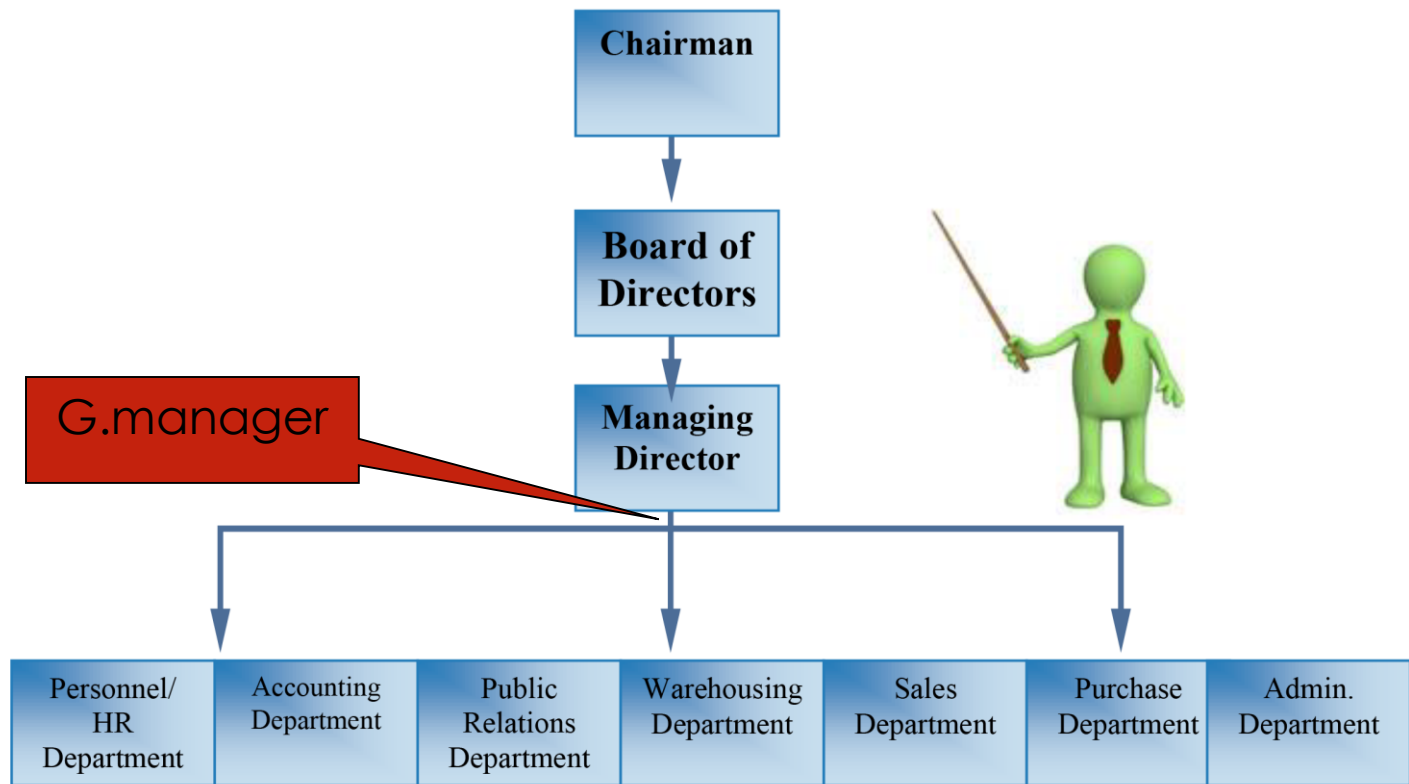
- Specialized understanding of certain managerial task
- Carry out decisions made by top management

### **3. SUPERVISORY STAFF:**

- Ensure that decisions and plans taken by top management and middle management are carried out
- Decisions are of a short term nature
- Direct supervision of employees

### **4. EMPLOYEES:**

- Task oriented (done)
- Carry out tasks directed by the supervisory



**Functions & Duties**

<p>Responsible for searching, recruiting employees and keeping employee records.</p>	<p>Receives payments from customers and makes payments to suppliers and employees. It also takes care of banking and petty cash payments.</p>	<p>Create and maintain relationships between an organization and various public groups (customers, employees, suppliers, government, and society).</p>	<p>Keeps stocks of goods by and its responsible for transporting the goods, checking on, and keeping a record of the stocks.</p>	<p>Sells goods to customers and handles the advertising and promotion of goods/products.</p>	<p>Responsible for buying goods from the suppliers.</p>	<p>Responsible for day to day running of the office. It takes care of mail, security, cleaning and reception and telephoning</p>
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## Qualities and ethics of employees:

- **Punctuality:**

Employees come on time, doing the work on time and leaving on time.

- **Loyalty:**

Treating the office like their own family and respectful

- **Confidentiality:**

Private matters of the organization should be kept in the organization.



## Qualities and ethics of employees:

- **Non-discriminatory attitude:**

Everyone should be treated the same way

- **Positive attitude to charge:**

Employee should try & learn the new concepts and technology

- **Appropriate Appearance:**

Employee should dress properly for the office.

- **Ability to work with others:**

Learn to work with others and respect their opinions

# Obligation: (responsibilities)

## 1. Employees

- Attend in person
- Be competent (know your job)
- Take care of employer's property
- Carry out legal instructions properly
- Arrive on time
- Be honest (say the truth, don't say secrets to outsiders).
- Work safely
- Have good communication skills

# Obligation: (responsibilities)

## Employers

- Provide a clean and safe working place
- To pay fair salaries
- Give all details of rights of an employee
- Treat every employee with same respect and equality
- Give a minimum number of holidays required by law
- Allow leave for emergencies

5. Circle the correct answer. Only one answer is correct.

(1) The Purpose of an office is to :

- find and recruit employees and keep their records
- keep accounts and receive and make payments
- train and motivate employees and keep their records
- receive, process, file and make information available when required

(2) Customers receive their payments from the:

Department.

- Purchase
- Accounts
- Public Relations
- Sales

(3) Warehousing keeps stocks of goods owned by the business and are also responsible for:

- Public relations
- Security
- Transporting the goods
- Advertising and promotions



(4) Good employees are those who:

- Work as a team
- Have negative attitude to change
- Discriminate between customers
- Are careless about other safety

(5) Open and closed offices when compared, you come to the conclusion:

- Closed office is more secure and easier to move staff
- Open office is less secure and easier to supervise staff
- Open office is more private, less noisier and secure
- Closed office is less private but it encourages teamwork.

11. Tick ( ✓ ) for true and ( ✗ ) for false in the following sentences.

- Positive attitude to change means an employee is open minded and ready to try and learn new technology.
- Suppliers normally receive their payment form the sales department.
- Employees should come in person to work, but they need not to be honest.
- Employers must provide a save working place
- Closed office is more private and secure than an open plan office.
- Middle management makes ensure that decisions of top management are carried out.