



BIE Homework Sheet

Year: 10

BTEC Business

Date issued: 21/11/09

Date Due in: 28/11/09

Here is a list of eight functional areas that may be operating within any business. Complete the table below by choosing, from the list, the correct functional area for each activity.

Administration	IT	Sales	Marketing
Production	Finance	Customer Service	Research and Development

Activity	Functional area
Dealing with customer complaints	
Writing new advertising campaigns	
Going out to meet possible new customers to give free samples	
Making sure data is backed up	
Producing monthly accounts figures	
Answering customer telephone calls	
Maintaining the company website	
Carrying out market research to find out what customers might want in future.	
Typing letters and newsletters to be sent	
Sending emails	
Coming up with new types of products	
Sending the tax return back to the Inland Revenue	
Checking the quality of products produced	
Paying invoices	
Repairing computers that have gone wrong	
Preparing press releases for the newspapers	

All Homework must be handed in on the date requested.
 If you hand in homework late or it is of an unacceptable standard you will be given a p6.