

A Report on my office job environment

To: Mrs Mcaulay

From: Thomas Sparks

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Introduction : The aim of my coursework is to investigate what type of communication is appropriate for different situations. I will look at different ways that my business communicates, internally and externally. After recording my findings I will analyse it and see if there could be any improvements or if it is perfect.

Research Methods : in this section I hope to research the company thoroughly and be able to research the company's communications. My research will include both types of communication within a business, internal and external communication.

I hope to collect this information from at least 4 sources my brother the manager, books, Internet and the firm. My contact who luckily enough is my brother should provide me with the adequate information I need to complete my research. I will look at all different ways that sales go on in the business and write notes on all of it. Evidence should also be easy to collect to strengthen my research.

Year 11 communication studies

R>E Plan Of Cw

- . For this you will need to go through the coursework guidelines and list your tasks.
- . Then you will need to think about how you might use the 4 research tools to help you to collect your info.
- . Then you will need to set deadlines e.g. Plan of coursework.

DEADLINES	DETAILS
4.10.02	First I will write up my theory. I will explain internal
6.11.02	Word processing, databases and spreadsheets
22.11.02	Strengths and weaknesses other theory, make decisions 1-3, make decisions 4-7
06.12.02	Conclusion step 10, putting it all together

Theory

Memo- message sent by hand to one or many people in the work place to inform them of something that will be happening.

Email- Electronic mail that is sent from one computer to another. This could be used to communicate in a firm that is in two different cities.

Face to Face- This involves having a conversation about subjects of the work and business to someone's face, One to One.

Meetings- Meetings can be formal or informal. A formal meeting is planned and confidential, on a matter with something to do with the business, the informal meeting is more popular because it is an on the spot meeting not planned.

Telephone- The telephone is a very useful form and popular form of communication because it is very easily accessible in work places, it is a way of communicating to other places long distance.

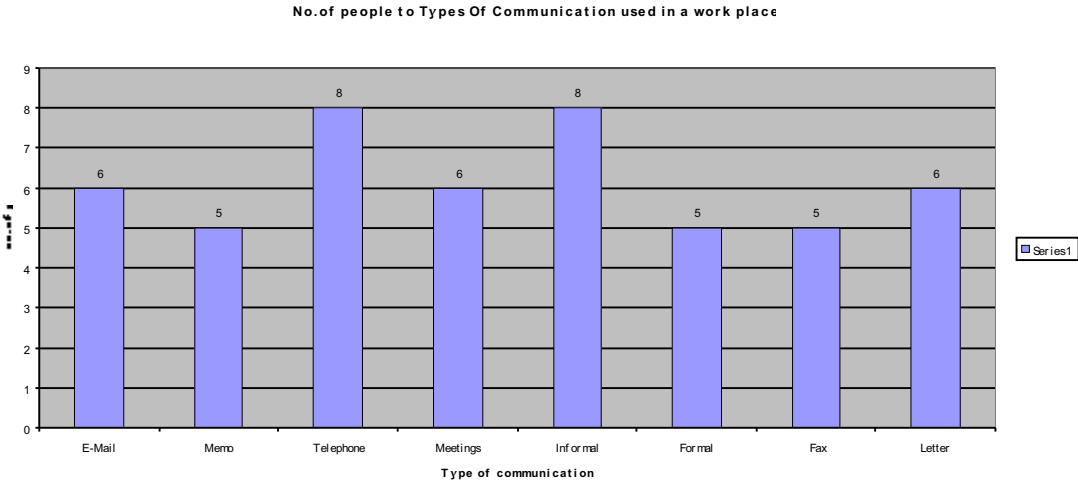
Letters- Letters are a written type of communication, but are not always reliable.

There are constraints such as training which need to be fulfilled in most jobs.

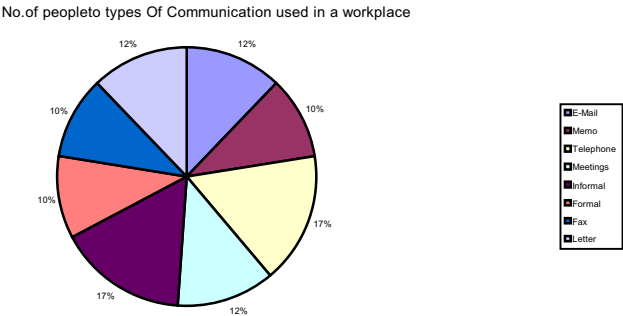
The difference between WAN and LAN is that WAN means wide area network and LAN means local area network.

A person might prefer to communicate to a customer by phone rather than e-mail because the e-mail might not be reliable to get to their address, another reason is that it will make the customer feel more comfortable hearing voice rather than an e-mail. The customer might also have queries about something, less time consuming.

Analysis



From this graph you can see that the most frequently used method of communication in a working place is the telephone and informal meetings. The least used form of communication was memorandums, formal meetings and faxes.



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Letters- advantages- permanent record for future reference, accurate and clear.

Disadvantages- slow method, less personal, no immediate feedback, not reliable.

Telephone-advantages- 2 way communication, immediate feedback, quick.

Disadvantages- No record of conversations, verbal messages can be misunderstood, can sometimes be time consuming.

Face to Face-advantages- everyone gets same message, can all discuss arising issues, feedback, problems sorted quickly,

Disadvantages- not everybody maybe listening, people not always available, not everyone willing to speak up.

MY E-MAIL

