

HOLIDAY HOMEWORK FOR UNIT 3 and 4

In 2017 VET BUSINESS UNIT 3 and 4: the units you are completing are

Deliver and monitor a service to customers

Recommend products and services

Organise personal work priorities and development

Organise workplace information

Design and produce business documents

You are to do some form of work(paid or non-paid) over the holiday – you can choose the amount of time you put in.

You must email me talbot.lee-anne.m@edumail.vic.gov.au with your answers. Please do this as soon as possible.

You must choose at least 4 of the following topics

- Choose from
1. Customer service
 2. Selling a product
 3. Filing/making bookings/stock taking
 4. Answering telephone/writing a business letter/mail
 5. Working with others
 6. Dealing with complaints
 7. Organising your time effectively

You need to choose 4 of the above topics and tell me how you went about doing the topic. Is there a policy or procedure for the way it should be done. Did you have any problems/How did you solve it/heirachy of help/ etc. It should be only a paragraph on each but put in as much detail as you can

Remember whatever you do is going to be vital practical experience which you will be able to draw on in theory class and in the 2017 Vet Business exam.