

**EXPLORING
CAREER CLUSTERS:**

**BUSINESS MANAGEMENT
&
ADMINISTRATION**



UNIT 2-B:
EXPLORING CAREER CLUSTERS:
Business Management and Administration
Suggestions for the Instructor

Pg. 2B-16 - 17 -- What Do You Already Know? Job Titles in Business Management

In small groups, have students discuss each of the job titles related to Management in the **Business Management and Administration** Career Cluster. Ask them to write down what they already know about this job.

Pg. 2B-18 - 19 -- What Do You Already Know? Job Titles in Business Administration and Support

In small groups, have students discuss each of the job titles related to Business Administration and Support in the **Business Management and Administration** Career Cluster. Ask them to write down what they already know about this job.

Pg. 2B-20 - 22 -- Business Management and Administration JOB TITLES: Research

In small groups, have students look up the job titles on the handout on **MyCareerShines** (www.mycareershines.kuder.com) and write the definition on the lines. (Other websites or a dictionary may be used if this is not accessible.) Ask students to discuss how their research compares with their prior knowledge.

Image from Creative Commons www.pixabay.com/en/handshake-hand-shake-hand-shake-3734095/

Pg. 2B-23 - 24 -- Business Management Job Description Match-up

On this handout, have students match the letter of the job from this career cluster with the description of the job duties.

ANSWERS:

A	Construction Manager	C	Plans, directs, or coordinates one or more administrative services of an organization, such as records and information management.
B	General and Operations Manager	F	Plans, directs, or coordinates advertising policies and programs or produce materials, such as posters, contests, coupons, or giveaways.
C	Information Technology Project Manager	H	Represents and promotes artists, performers, and athletes in dealings with current or prospective employers. May handle contract negotiation and other business matters for clients.
D	Computer and Information Systems Manager	D	Plans, directs, or coordinates activities in such fields as electronic data processing, information systems, systems analysis, and computer programming.
E	Administrative Services Manager	A	Plans, directs, or coordinates, activities concerned with the construction and maintenance of structures, facilities, and systems.
F	Public Relations and Fundraising Manager	B	Plans, directs, or coordinates the operations of public or private sector organizations. Duties and responsibilities include managing daily operations, and planning the use of materials and human resources.
G	Financial Manager	L	Plans, directs, and coordinates the activities of buyers, purchasing officers, and related workers involved in purchasing materials, products, and services
H	Agents and Business Managers	C	Plans, initiates, and manages information technology (IT) projects. Leads and guides the work of technical staff.
I	Medical and Health Services Manager	I	Plans, directs, and coordinates medical and health services in hospitals, clinics, managed care organizations, public health agencies, or similar organizations.
J	Social Service Manager	M	Plans, directs, and coordinates the actual distribution or movement of a product or service to the customer.
K	Advertising and Promotions Manager	O	Plans, directs, and coordinates the transportation operations within an organization.

L	Purchasing Manager	G	Plans, directs, and coordinates accounting, investing, banking, insurance, securities, and other financial activities of a branch, office, or department of an establishment.
M	Sales Manager	J	Plans, directs, and coordinates the activities of a social service program or community outreach organization. Oversee the organization's budget and policies.
N	Storage and Distribution Manager	N	Plans, directs, and coordinates the storage or distribution operations within an organization.
O	Transportation Manager	K	Plans, directs, and coordinates activities designed to create or maintain a favorable public image, raise issue awareness, or do fundraising for their organization or client.

Pg. 2B-25 - 26 -- Business Administration and Support Job Description Match-up

On this handout, have students match the letter of the job from this career cluster with the description of the job duties.

ANSWERS:

A	Computer Programmer	E	Operates data entry devices. Duties may include verifying data and preparing materials for printing.
B	Cost Estimator	D	Interacts with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.
C	Court, Municipal, and License Clerk	H	Performs clerical duties for courts of law, municipalities, or governmental licensing agencies and bureaus.
D	Customer Service Representative	B	Prepares cost estimates for product manufacturing, construction projects, or services to aid management in bidding on or determining price of product or service.
E	Data Entry Keyer	A	Creates, modifies, and tests the code, forms, and script that allow computer applications to run. May assist software developers and may develop and write computer programs to store, locate, and retrieve specific documents, data, and information.
F	Database Administrator	I	Compiles and keeps personnel records. Record data for each employee, such as address, weekly earnings, absences, amount of sales or production, supervisory reports, and date of and reason for termination.
G	Executive Secretary / Administrative Assistant	G	Provides high-level administrative support by conducting research, preparing statistical reports, handling information requests, and performing clerical functions, May also train and supervise clerical staff.

H	File Clerk	C	Files correspondence, cards, invoices, receipts, and other records in alphabetical or numerical order or according to the filing system used.
I	Human Resources Assistant	F	Administers, tests, and implements computer databases, applying knowledge of database management systems.
J	Insurance Claims Clerk	J	Obtains information from insured or designated persons for purpose of settling claims with insurance carrier.
K	Legal Secretary	K	Performs secretarial duties using legal terminology, procedures, and documents. Prepare legal papers and correspondence, and may assist with legal research.
L	Library Assistant	O	Operates a variety of office machines, such as photocopying, photographic, and other office machines.
M	Medical Secretary	P	Sort mails for delivery. Delivers mail on established route by vehicle or on foot.
N	Office Clerk	S	Communicates with management, shareholders, customers, and employees to address sustainability issues.
O	Office Machine Operator	L	Compiles records, sorts, shelves, issues, and receives library materials such as books, electronic media, pictures, cards, slides and microfilm.
P	Postal Service Mail Carrier	M	Performs secretarial duties using specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Duties may include scheduling appointments, billing patients, and compiling and recording medical charts, reports, and correspondence.
Q	Receptionist and Information Clerk	U	Operates telephone business systems equipment or switchboards to relay incoming, outgoing, and interoffice calls.
R	Shipping, Receiving, and Traffic Clerk	T	Directly supervises and coordinates the activities of either: <ul style="list-style-type: none"> • mechanics, installers, and repairers, or • production and operating workers.
S	Sustainability Officer	N	Performs clerical duties needed by the business, requiring knowledge of office systems and procedures. Clerical duties may include answering telephones, bookkeeping, typing or word processing, stenography, office machine operation, and filing.
T	Supervisor	R	Maintains records on incoming and outgoing shipments. Duties include assembling, addressing, stamping, receiving, unpacking, and recording merchandise or material; and arranging for the transportation of products.
U	Switchboard Operator	Q	Provides information to customers, visitors, and other interested parties regarding the organization.

Pg. 2B-27 -- Alphabetical Order

Have students put the **Business Management and Administration** job titles in alphabetical order.

ANSWERS:

- 1. Computer and Information Systems**
- 2. Construction Manager**
- 3. Cost Estimator**
- 4. Customer Service Representative**
- 5. Information Technology Project Manager**
- 6. Insurance Claims Clerk**
- 7. Office Clerk**
- 8. Office Machine Operator**
- 9. Operations Manager**
- 10. Sales Manager**
- 11. Social Service Manager**
- 12. Supervisor**
- 13. Sustainability Officer**
- 14. Switchboard Operator**
- 15. Transportation Manager**

Pg. 2B-28 - 29 -- STRETCH your VOCABULARY

Have students make new words from the **Business Management and Administration Job Cluster** vocabulary. They may work in small groups to use their own knowledge and a dictionary to see how many forms of the words they can find. (They will not be able to fill in all the categories for some terms.) The first four are done for them.

Have them write a story about a day in the life of a person who works in the Business Management and Administration career cluster. Have them use at least ten of the words (in addition to the job titles!) **ANSWERS:**

JOB TITLE	RELATED NOUN	Present- tense VERB	ADJECTIVE	ADVERB
Cost Estimator	Cost Estimator Estimation	Cost Estimate	Costly Estimated	
Court, Municipal, and License Clerk	Court Municipality License Clerk	License Clerk		
Customer Service Representative	Customer Service Representative representation	Service Represent	Serviced Represented	
Executive Secretary / Administrative Assistant	Executive Secretary Administration Assistant Assistance	Execute Administer Assist	Executive Administrative	Administratively
Human Resources Assistant	Human Resource Assistant Assistance	Assist	Human Assisted	Humanly
Office Clerk	Office Clerk	Officiate Clerk	Official	Officially
Sustainability Officer	Sustainability Officer Office	Sustain Officiate	Sustainable Official	Sustainably Officially
Supervisor	Supervisor Supervision	Supervise	Supervisory Supervised	
Switchboard Operator	Switchboard Operator Operation	Operate	Operated	
Construction Manager	Construction Manager	Construct Manage	Constructed Constructive	Constructively

General and Operations Manager	Operation Manager Management	Operate Manage	General Managed	Generally
Computer and Information Systems Manager	Computer Information System Manager Management	Inform Compute Manage	Informed Systemic Systematic Managed	Systematically
Administrative Services Manager	Administration Service Management Manager	Administer Serve Manage	Administrative Serviced Managed	Administratively

Pg. 2B-30 - 31 -- Business Management and Administration Job Cluster Crossword

ANSWERS:

Across

- 5. Files correspondence, cards, invoices, receipts, and other records in alphabetical or numerical order or according to the filing system used. **File Clerk**
- 10. Performs secretarial duties using legal terminology, procedures, and documents. Prepares legal papers and correspondence, and may assist with legal research. **Legal Secretary**
- 12. Obtains information from insured or designated persons for purpose of settling claims with insurance carrier. **Insurance Claims Clerk**

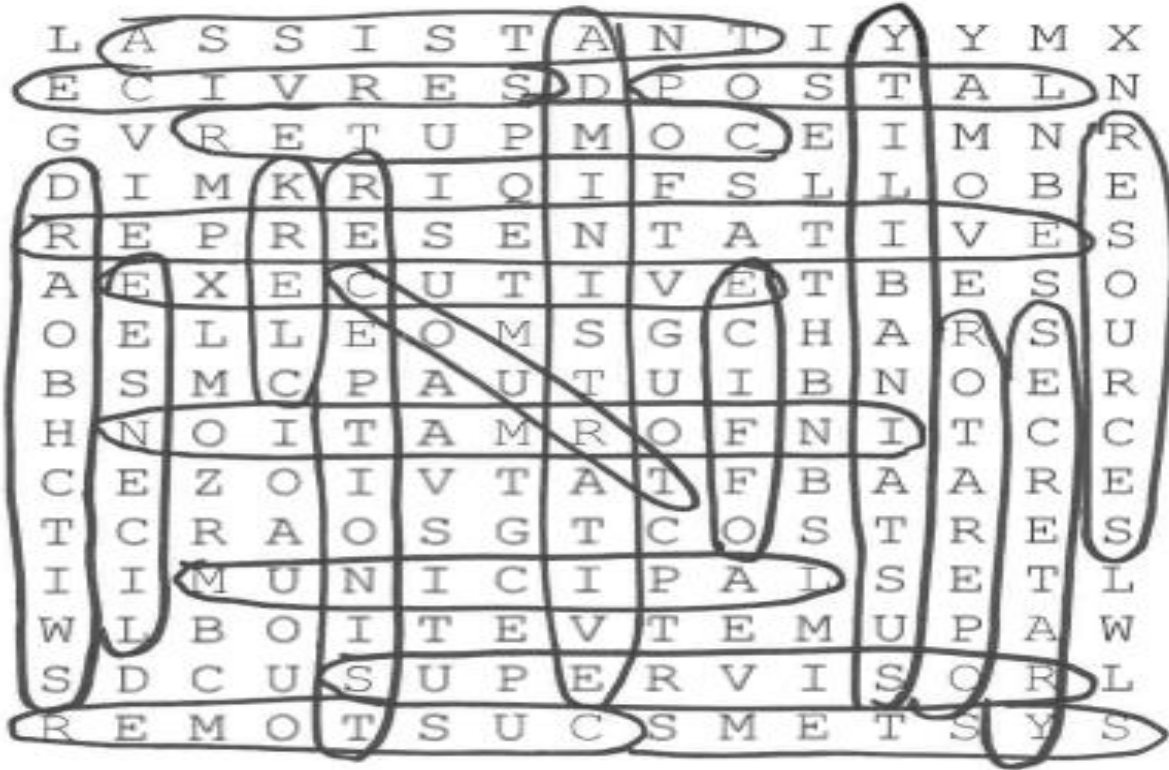
Down

- 1. Operates a switchboard to provide information to customers, visitors, and other interested parties regarding the organization. **Switchboard Operator**
- 2. Plans, directs, and coordinates accounting, investing, banking, insurance, securities, and other financial activities of a branch, office, or department of an establishment. **Financial Manager**
- 3. Performs clerical duties needed by the business, requiring knowledge of office systems and procedures. Clerical duties may include answering telephones, bookkeeping, typing or word processing, stenography, office machine operation, and filing. **Receptionist**
- 4. Performs secretarial duties using specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Duties may include scheduling appointments, billing patients, and compiling and recording medical charts, reports, and correspondence. **Medical Secretary**
- 6. Communicates with management, shareholders, customers, and employees to address sustainability issues. **Sustainability Officer**
- 7. Directly supervises and coordinates the activities of workers. **Supervisor**
- 8. Compile records, sorts, shelves, issues, and receives library materials such as books, electronic media, pictures, cards, slides and microfilm **Library Assistants**
- 9. Sorts mails for delivery. Delivers mail on established route by vehicle or on foot. **Mail Carrier**
- 11. Plans, directs, and coordinates the actual distribution or movement of a product or service to the customer. **Sales Manager**

Pg. 2B-32 Business Management & Administration Job Cluster Word Search

ANSWERS:

Business Management and Administration Career Cluster Word Search



ADMINISTRATIVE
CLERK
CONSTRUCTION
COURT
ESTIMATOR
INFORMATION
MAIL
OFFICE
POSTAL
REPRESENTATIVE
SECRETARY
SUPERVISOR
SWITCHBOARD

ASSISTANT
COMPUTER
COST
CUSTOMER
EXECUTIVE
LICENSE
MUNICIPAL
OPERATOR
RECEPTIONIST
RESOURCES
SERVICE
SUSTAINABILITY
SYSTEMS

Pg. 2B-33 - 37 MENTAL MATH in the Business Management and Administration Career Cluster

Remind students that the fastest way to estimate answers to many math problems they'll encounter in the business world is to learn how to calculate in their heads. As a class or in small groups, have them read and practice the tricks found on the handout.

ANSWERS:

Adding large numbers

$725 + 215 =$ <u>940</u>	$712 + 288 =$ <u>1,000</u>
$517 + 419 =$ <u>936</u>	$43 + 61 =$ <u>104</u>
$22 + 146 =$ <u>168</u>	$75 + 899 =$ <u>974</u>

Subtracting from 1,000

$1,000 - 268 =$ <u>732</u>	$1,000 - 117 =$ <u>883</u>
$1,000 - 391 =$ <u>609</u>	$1,000 - 699 =$ <u>301</u>
$1,000 - 775 =$ <u>225</u>	$1,000 - 403 =$ <u>597</u>

Multiplying by 9

$9 \times 4 =$ <u>36</u>	$9 \times 6 =$ <u>54</u>
$9 \times 7 =$ <u>63</u>	$9 \times 8 =$ <u>72</u>
$9 \times 2 =$ <u>18</u>	$9 \times 5 =$ <u>45</u>
$9 \times 9 =$ <u>81</u>	

Multiplying by 10 and by 100

$1,238 \times 10 =$ <u>12,380</u>	$19 \times 100 =$ <u>1,900</u>
$573 \times 100 =$ <u>57,300</u>	$4,9987 \times 100 =$ <u>4,998,700</u>
$779 \times 10 =$ <u>7,790</u>	$100,000 \times 10 =$ <u>1,000,000</u>
$92,000 \times 100 =$ <u>9,200,000</u>	$5,239 \times 10 =$ <u>52,390</u>

Multiplying two numbers that end in zero

$300 \times 5,000 =$ <u>1,500,000</u>	$190 \times 1,000 =$ <u>190,000</u>
$40 \times 12,000 =$ <u>480,000</u>	$4,000 \times 500 =$ <u>2,000,000</u>
$7,000 \times 10,000 =$ <u>70,000,000</u>	$100,000 \times 10 =$ <u>1,000,000</u>
$92,000 \times 10 =$ <u>920,000</u>	$6,000 \times 400 =$ <u>2,400,000</u>

(continued)

Finding What a Number is Divisible By

6,000 2,3,4,5,6,8,10
 45,000 2,3,9,4,5,6,8,10
 1,110 2,3,4,5,6,8,10

2,695 5
 16,056 2,3,9
 8,000,028 2,3,9

Use your mental math skills:

1. A tire warehouse ordered 1,000 tires and sold 433 so far. How many do they still have left to sell?
 $1,000 - 433 = 567$
2. A cupcake company sold 22 cupcakes on Monday, 37 on Tuesday and 23 on Wednesday. How many have they sold so far this week? How many more will they have to sell if they want to reach their weekly goal of 100?
 $22 + 37 + 23 = 82 / 100 - 82 = 18$
3. Can a company that prints 5,000 flyers put them evenly into boxes of 50? If so, how many boxes can they fill?
Yes / $5,000$ divided by $50 = 1,000$
4. A hardware supply store has 400 boxes of 20 ½" screws and 300 boxes of 25 of a different brand of ½" screws. How many ½" screws do they have altogether?
 $400 \times 20 + 300 \times 25 = 15,500$
5. If a wedding venue wants to put ten napkins on each table, how many napkins will they need for 112 tables?
 $112 \times 10 = 1,120$
6. How many bookshelves will be needed for a book store that has 1,000 books and wants to put 20 books on each shelf?
 $1,000$ divided by $20 = 50$

Calculate percentages

10 % of \$ 45.00 = 4.50
 1 % of \$ 45.00 = .45
 12 % of \$ 45.00 = 5.40
 15 % of \$ 45.00 = 6.75
 20 % of \$ 45.00 = 9.00

10 % of \$ 150.00 = 15.00
 1 % of \$ 150.00 = 1.50
 12 % of \$ 150.00 = 18.00
 15 % of \$ 150.00 = 22.50
 20 % of \$ 150.00 = 30.00

Pg. 2B-38 - What Do Business Management / Administration Workers Do?

EDITING PRACTICE

Have students rewrite the paragraph on the handout. They will edit for complete sentences, correct subject / verb agreement, punctuation, and capitalization.

ANSWERS:

Careers in business management and administration offer some of the most broad-based set of job opportunities. Both business management and administration include jobs that direct business operations, functions, and finance. Most careers in this career group involve evaluating, managing, and directing operations in order to achieve greater efficiency and yield productive operations.

Jobs in business management include any management level job that has its core discipline in managing people, operations, and financial record keeping. Jobs include any business management position, from a line manager or business consultant, to a CEO or a VP of operations. Generally speaking, these jobs are cross-disciplinary, meaning that the skills used in one industry can easily be transferred to another.

Pg. 2B-39 -- Talk About Jobs! Small Group Dialogue

Have students pick one of the jobs in the **Business Management and Administration** Career Cluster. In small groups, complete the dialogue on the handout, using at least ten of the words from the previous lessons. Have him write in such a way that the audience learns about the job duties, the work environment, and the qualities a person should possess who holds one of these jobs. Then they can perform the dialogue for the class.

Pg. 2B-40 - 41 -- A Day in the Life: Joe Davis, Medical Administrative Assistant

Have students read an article about a day in the life of a worker in **Business Management and Administration**, either individually, in small groups, or as a class. Then have them answer the comprehension questions about the information in the article.

ANSWERS:

1. What did Joe Davis do to prepare for his job as a Medical Administrative Assistant?
He completed a one-year educational training program after obtaining his GED.
2. What are his primary responsibilities?
His primary responsibilities are:
 - **Scheduling and confirming appointment times**
 - **Answering phones and taking/delivering messages**
 - **Confirming patients are covered by their insurance provider**
 - **Maintaining patient charts**
 - **Submitting insurance forms**
 - **Bookkeeping**
 - **Sending out invoices, bills, and payments**
 - **Logging all patient and chart information into an electronic medical data system**
3. What are some of the things that Joe Davis likes most about his job?
 - **He likes keeping the doctor's office running smoothly and efficiently.**
 - **He enjoys interacting with patients, other medical facilities, insurance companies, and the general public.**
 - **He feels like he's always learning.**
 - **He likes wearing scrubs to work.**
 - **He has weekends and nights off.**
 - **It is a lot less stressful than working as a doctor or nurse.**
4. What qualities does Joe Davis have that make him a good Medical Administrative Assistant?
He has to be organized, compassionate, pay strict attention to detail, and be willing to do whatever it takes to keep things running smoothly.
He has to have a pretty comprehensive understanding of medical terminology.
5. What parts of Joe Davis's job as Medical Administrative Assistant do you think you would enjoy? Why? Which would you find challenging?
Answers will vary. Make sure students use examples from the text to support their opinions.

Pg. 2B-42 -- Career Cluster Research

Ask students to use three resources to research and complete the information pertaining to job titles in the career cluster they have chosen to explore. (For example: MyCareer Shines: <https://mycareershines.kuder.com>, another on-line resource, an interview with a career counselor.)

Pg. 2B-43 - 44 -- Post-Secondary Catalogue Exploration & Presentation

For this activity, students will choose a program at one of the local educational or vocational institutions that interests them, based on what they have learned about their interests, skills and talents as well as what they now know about post-secondary options. (For example: they might select a certificate program from the local technical center, an Associate of Arts degree program, a community college certificate program or Associate of Science degree, or a four-year college degree.) They will go to the website of the institution which offers a program that interests them to answer the questions on the handout. If they do not have internet access, bring in print catalogues from the local college and vocational / technical center if possible. Have students then prepare to present their information to the class.

Pg. 2A-45 - 47 -- Business Management and Administration Occupation Presentation

Have students study the occupational vocabulary on the handout. Then they can use MyCareer Shines (<https://mycareershines.kuder.com>) and the Occupational Outlook Handbook (http://o*netonline.com) to explore in greater depth one of the jobs in the Architecture and Construction Career Cluster and prepare to present the information to the class.

EXPLORING
CAREER CLUSTERS:
BUSINESS MANAGEMENT
&
ADMINISTRATION



Student Activities

WHAT DO YOU KNOW?

JOB TITLES IN BUSINESS MANAGEMENT

*In small groups, discuss each of the job titles related to Management in the **Business Management and Administration** Career Cluster. What do you already know?*

Job Title in Business Management Career Cluster	Do you know someone who has done this job? (Y or N)	MANAGERS: What do you think workers do who hold this job? What do you think these workers do? What kind of skills do they need to have?
Sales Manager		
Advertising and Promotions Manager		
Storage and Distribution Manager		
Computer and Information Systems Manager		
Administrative Services Manager		
General and Operations Manager		
Construction Manager		

Information Technology Project Manager		
Medical and Health Services Manager		
Social Service Manager		
Transportation Manager		
Financial Manager		
Agents and Business Managers		
Purchasing Manager		
Public Relations and Fundraising Manager		

WHAT DO YOU KNOW?

JOB TITLES IN BUSINESS ADMINISTRATION & SUPPORT

In small groups, discuss each of the job titles related to Administration & Support in the Business Management and Administration Career Cluster. What do you already know?

Job Title in Business Administration & Support Career Cluster	Do you know someone who has done this job? (Y or N)	MANAGERS: What do you think workers do who hold this job? What do you think these workers do? What kind of skills do they need to have?
Data Entry Keyer		
Library Assistant		
Customer Service Representative		
File Clerk		
Switchboard Operator		
Executive Secretary / Administrative Assistant		
Cost Estimator		
Human Resources Assistant		
Legal Secretary		

Office Machine Operator		
Insurance Claims Clerk		
Sustainability Officer		
Office Clerk		
Court, Municipal, and License Clerk		
Postal Service Mail Carrier		
Receptionist and Information Clerk		
Supervisor		
Shipping, Receiving, and Traffic Clerk		
Medical Secretary		
Database Administrator		

BUSINESS MANAGEMENT AND ADMINISTRATION

JOB TITLES: Research

In small groups, pick twelve of the job titles from the previous pages and look them up on MyCareerShines (www.mycareershines.kuder.com) and the Occupational Outlook Handbook (www.bls.gov/ooh) and write the definition on the lines below. (Other websites or a dictionary may be used.) How does the research compare with your prior knowledge?

Job Title: _____

Definition: _____

Job Title: _____

Definition: _____

Job Title: _____

Definition: _____

Job Title: _____

Definition: _____

Job Title: _____

Definition: _____

Job Title: _____

Definition: _____

Job Title: _____

Definition: _____

Job Title: _____

Definition: _____

Job Title: _____

Definition: _____

Job Title: _____

Definition: _____

Job Title: _____

Definition: _____

Job Title: _____

Definition: _____

BUSINESS MANAGEMENT

*Match the letter of the job from **Business Management and Administration** Career Cluster with the description of the job duties.*

A	Construction Manager		Plans, directs, or coordinates one or more administrative services of an organization, such as records and information management.
B	General and Operations Manager		Plans, directs, or coordinates advertising policies and programs or produce materials, such as posters, contests, coupons, or giveaways.
C	Information Technology Project Manager		Represents and promotes artists, performers, and athletes in dealings with current or prospective employers. May handle contract negotiation and other business matters for clients.
D	Computer and Information Systems Manager		Plans, directs, or coordinates activities in such fields as electronic data processing, information systems, systems analysis, and computer programming.
E	Administrative Services Manager		Plans, directs, or coordinates, activities concerned with the construction and maintenance of structures, facilities, and systems.
F	Public Relations and Fundraising Manager		Plans, directs, or coordinates the operations of public or private sector organizations. Duties and responsibilities include managing daily operations, and planning the use of materials and human resources.
G	Financial Manager		Plans, directs, and coordinates the activities of buyers, purchasing officers, and related workers involved in purchasing materials, products, and services.

H	Agents and Business Managers		Plans, initiates, and manages information technology (IT) projects. Leads and guides the work of technical staff.
I	Medical and Health Services Manager		Plans, directs, and coordinates medical and health services in hospitals, clinics, managed care organizations, public health agencies, or similar organizations
J	Social Service Manager		Plans, directs, and coordinates the activities of a social service program or community outreach organization. Oversee the organization's budget and policies.
K	Advertising and Promotions Manager		Plans, directs, and coordinates the transportation operations within an organization.
L	Purchasing Manager		Plans, directs, and coordinates accounting, investing, banking, insurance, securities, and other financial activities of a branch, office, or department of an establishment.
M	Sales Manager		Plans, directs, and coordinates the actual distribution or movement of a product or service to the customer.
N	Storage and Distribution Manager		Plans, directs, and coordinates the storage or distribution operations within an organization.
O	Transportation Manager		Plans, directs, and coordinates activities designed to create or maintain a favorable public image, raise issue awareness, or do fundraising for their organization or client.

BUSINESS ADMINISTRATION & SUPPORT

*Match the letter of the job from **Business Management and Administration Career Cluster** with the description of the job duties.*

A	Computer Programmer		Operates data entry devices. Duties may include verifying data and preparing materials for printing.
B	Cost Estimator		Interacts with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.
C	Court, Municipal, and License Clerk		Performs clerical duties for courts of law, municipalities, or governmental licensing agencies and bureaus.
D	Customer Service Representative		Prepares cost estimates for product manufacturing, construction projects, or services to aid management in bidding on or determining price of product or service.
E	Data Entry Keyer		Creates, modifies, and tests the code, forms, and script that allow computer applications to run. May assist software developers and may develop and write computer programs to store, locate, and retrieve specific documents, data, and information.
F	Database Administrator		Compiles and keeps personnel records. Record data for each employee, such as address, weekly earnings, absences, amount of sales or production, supervisory reports, and date of and reason for termination.
G	Executive Secretary / Administrative Assistant		Provides high-level administrative support by conducting research, preparing statistical reports, handling information requests, and performing clerical functions, May also train and supervise clerical staff.
H	File Clerk		Files correspondence, cards, invoices, receipts, and other records in alphabetical or numerical order or according to the filing system used.
I	Human Resources Assistant		Administers, tests, and implements computer databases, applying knowledge of database management systems.

J	Insurance Claims Clerk	Obtains information from insured or designated persons for purpose of settling claims with insurance carrier.
K	Legal Secretary	Performs secretarial duties using legal terminology, procedures, and documents. Prepare legal papers and correspondence, and may assist with legal research.
L	Library Assistant	Operates a variety of office machines, such as photocopying, photographic, and other office machines.
M	Medical Secretary	Sort mails for delivery. Delivers mail on established route by vehicle or on foot.
N	Office Clerk	Communicates with management, shareholders, customers, and employees to address sustainability issues.
O	Office Machine Operator	Compiles records, sorts, shelves, issues, and receives library materials such as books, electronic media, pictures, cards, slides and microfilm.
P	Postal Service Mail Carrier	Performs secretarial duties using specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Duties may include scheduling appointments, billing patients, and compiling and recording medical charts, reports, and correspondence.
Q	Receptionist and Information Clerk	Operates telephone business systems equipment or switchboards to relay incoming, outgoing, and interoffice calls.
R	Shipping, Receiving, and Traffic Clerk	Directly supervises and coordinates the activities of either: <ul style="list-style-type: none"> • mechanics, installers, and repairers, or • production and operating workers.
S	Sustainability Officer	Performs clerical duties needed by the business, requiring knowledge of office systems and procedures. Clerical duties may include answering telephones, bookkeeping, typing or word processing, stenography, office machine operation, and filing.
T	Supervisor	Maintains records on incoming and outgoing shipments. Duties include assembling, addressing, stamping, receiving, unpacking, and recording merchandise or material; and arranging for the transportation of products.
U	Switchboard Operator	Provides information to customers, visitors, and other interested parties regarding the organization.

ALPHABETICAL ORDER

Put the following *Business Management and Administration* job titles in alphabetical order

- | | |
|---|---|
| Office Clerk | Customer Service Representative |
| Sustainability Officer | Computer and Information Systems |
| Construction Manager | Operations Manager |
| Cost Estimator | Switchboard Operator |
| Transportation Manager | Social Service Manager |
| Supervisor | Insurance Claims Clerk |
| Office Machine Operator | Sales Manager |
| Information Technology Project Manager | |

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____

STRETCH YOUR VOCABULARY

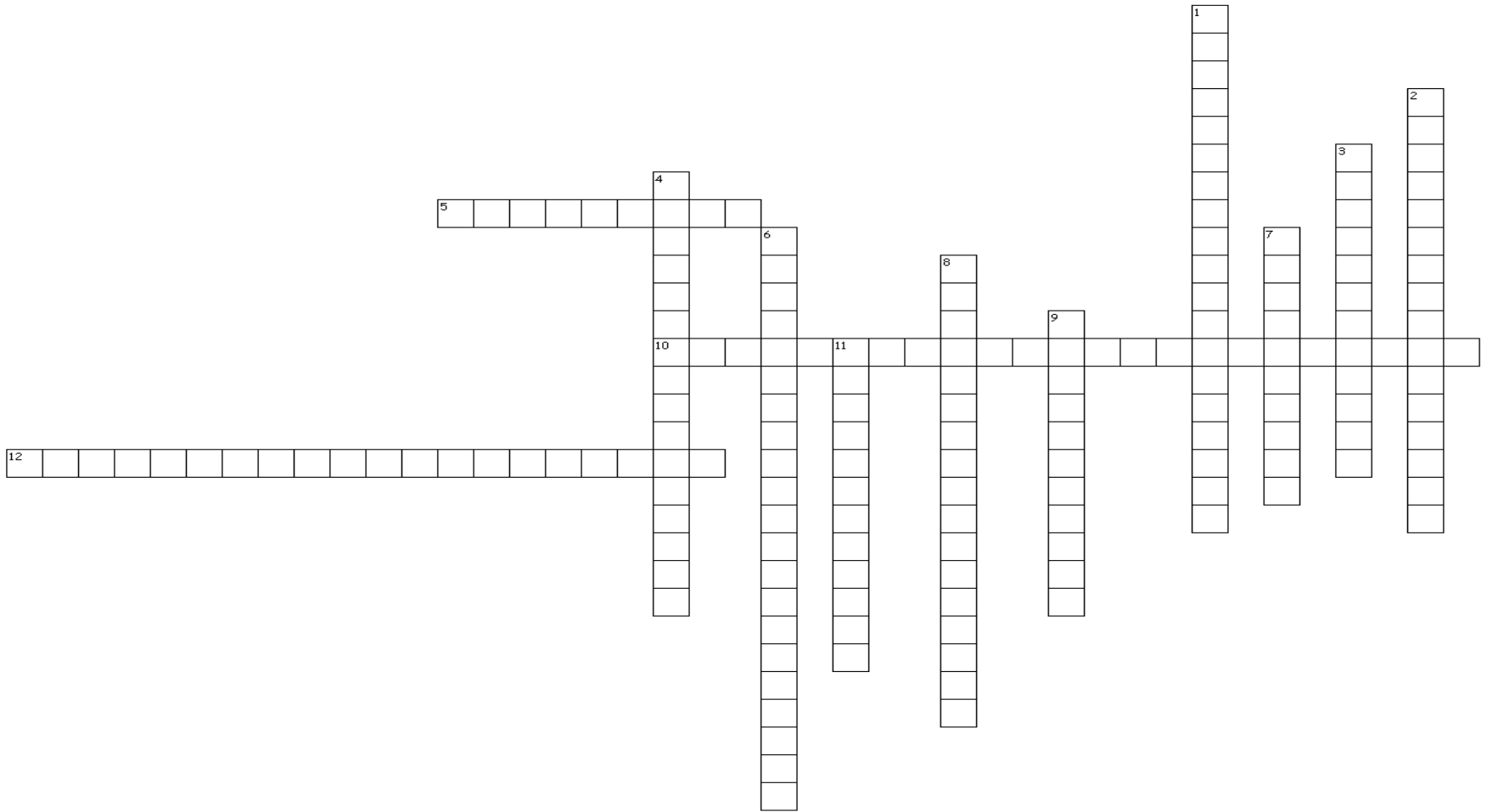
Make new words from the *Business Management and Administration Career Cluster* vocabulary. Work in small groups to use your own knowledge and a dictionary to see how many forms of the words below you can find. (You will not be able to fill in all the categories for some terms.) The first three are done for you.

JOB TITLE	RELATED NOUN	Present-tense VERB	ADJECTIVE	ADVERB
Cost Estimator	Cost Estimator Estimation	Cost Estimate	Costly Estimated	
Court, Municipal, and License Clerk	Court Municipality License Clerk	License Clerk		
Customer Service Representative				
Executive Secretary / Administrative Assistant				
Human Resources Assistant				
Office Clerk				
Sustainability Officer				
Supervisor				

Switchboard Operator				
Construction Manager				
General and Operations Manager				
Computer and Information Systems Manager				
Administrative Services Manager				

SMALL GROUP STORY

Now write a story about a day in the life of a person who works in the career cluster of Business Management and Administration. Use at least ten of the words above (in addition to the job titles!)



Business Management and Administration Career Cluster Crossword

Business Management and Administration Career Cluster Crossword CLUES

Across

5. Files correspondence, cards, invoices, receipts, and other records in alphabetical or numerical order or according to the filing system used.
10. Performs secretarial duties using legal terminology, procedures, and documents. Prepares legal papers and correspondence, and may assist with legal research.
12. Obtains information from insured or designated persons for purpose of settling claims with insurance carrier.

Down

1. Operates a switchboard to provide information to customers, visitors, and other interested parties regarding the organization.
2. Plans, directs, and coordinates accounting, investing, banking, insurance, securities, and other financial activities of a branch, office, or department of an establishment.
3. Performs clerical duties needed by the business, requiring knowledge of office systems and procedures. Clerical duties may include answering telephones, bookkeeping, typing or word processing, stenography, office machine operation, and filing.
4. Performs secretarial duties using specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Duties may include scheduling appointments, billing patients, and compiling and recording medical charts, reports, and correspondence.
6. Communicates with management, shareholders, customers, and employees to address sustainability issues.
7. Directly supervises and coordinates the activities of workers.
8. Compile records, sorts, shelves, issues, and receives library materials such as books, electronic media, pictures, cards, slides and microfilm.
9. Sorts mails for delivery. Delivers mail on established route by vehicle or on foot.
11. Plans, directs, and coordinates the actual distribution or movement of a product or service to the customer.

Business Management and Administration Career Cluster Word Search

L A S S I S T A N T I Y Y M X
E C I V R E S D P O S T A L N
G V R E T U P M O C E I M N R
D I M K R I Q I F S L L O B E
R E P R E S E N T A T I V E S
A E X E C U T I V E T B E S O
O E L L E O M S G C H A R S U
B S M C P A U T U I B N O E R
H N O I T A M R O F N I T C C
C E Z O I V T A T F B A A R E
T C R A O S G T C O S T R E S
I I M U N I C I P A L S E T L
W L B O I T E V T E M U P A W
S D C U S U P E R V I S O R L
R E M O T S U C S M E T S Y S

ADMINISTRATIVE
CLERK
CONSTRUCTION
COURT
ESTIMATOR
INFORMATION
MAIL
OFFICE
POSTAL
REPRESENTATIVE
SECRETARY
SUPERVISOR
SWITCHBOARD

ASSISTANT
COMPUTER
COST
CUSTOMER
EXECUTIVE
LICENSE
MUNICIPAL
OPERATOR
RECEPTIONIST
RESOURCES
SERVICE
SUSTAINABILITY
SYSTEMS

MENTAL MATH *in the*

Business Management and Administration Career Cluster

Adapted from: <https://www.quickanddirtytips.com/education/math/tips-to-boost-your-business-math-skills-part-1>

Whether you're working for a business, or running a business of your own, there are certain math skills you will need to have down pat. The fastest way to estimate answers to many of the math problems that you'll encounter in the business world is to learn how to calculate in your head. Read and practice the following tricks:

Adding large numbers

Adding large numbers in your head can be hard! Here is an example:

$$644 + 238$$

Rounding these numbers up to the nearest ten will make them more manageable. So, 644 becomes 650 and 238 becomes 240.

Now, add 650 and 240 together in your head. The total is 890. To find the answer to the original equation, you must remember how much you had to add to the original numbers to round them up.

650 - 644 = 6 and 240 - 238 = 2 ~ Now, add 6 and 2 together for a total of 8
To find the answer to the original equation, *8 must be subtracted* from the 890.

890 - 8 = 882 ~ So the answer to 644 + 238 is 882.

Now you try it (in your head):

725 + 215 = _____ 712 + 288 = _____

517 + 419 = _____ 43 + 61 = _____

22 + 146 = _____ 75 + 899 = _____

Subtracting from 1,000

To subtract a large number from 1,000, subtract every number except the last from 9 and subtract the final number from 10.

$$1,000 - 576$$

Step 1: Subtract 5 from 9 = 4

Step 2: Subtract 7 from 9 = 2

Step 3: Subtract 6 from 10 = 4

The answer is **444**.

Now you try it (in your head):

$1,000 - 268 = \underline{\hspace{2cm}}$

$1,000 - 117 = \underline{\hspace{2cm}}$

$1,000 - 391 = \underline{\hspace{2cm}}$

$1,000 - 699 = \underline{\hspace{2cm}}$

$1,000 - 775 = \underline{\hspace{2cm}}$

$1,000 - 403 = \underline{\hspace{2cm}}$

Multiplying by 9

Example: 9×3

Step 1: Subtract 1 from the number that is being multiplied by 9. $3 - 1 = 2$
The number 2 is the first number in the answer to the equation.

Step 2: Subtract that number from the number 9. $9 - 2 = 7$
The number 7 is the second number in the answer to the equation.

So, $9 \times 3 = 27$

Now you try it (in you head):

$9 \times 4 = \underline{\hspace{2cm}}$

$9 \times 6 = \underline{\hspace{2cm}}$

$9 \times 7 = \underline{\hspace{2cm}}$

$9 \times 8 = \underline{\hspace{2cm}}$

$9 \times 2 = \underline{\hspace{2cm}}$

$9 \times 5 = \underline{\hspace{2cm}}$

$9 \times 9 = \underline{\hspace{2cm}}$

Multiplying by 10 and by 100

Example: $58 \times 10 = 580$ / $58 \times 100 = 5,800$

The trick to multiplying any number by 10 is to add a zero to the end of the number.
The trick to multiplying any number by 100 is to add two zeros to the end of the number.

Now you try it (in your head):

$1,238 \times 10 = \underline{\hspace{2cm}}$

$19 \times 100 = \underline{\hspace{2cm}}$

$573 \times 100 = \underline{\hspace{2cm}}$

$4,9987 \times 100 = \underline{\hspace{2cm}}$

$779 \times 10 = \underline{\hspace{2cm}}$

$100,000 \times 10 = \underline{\hspace{2cm}}$

$92,000 \times 100 = \underline{\hspace{2cm}}$

$5,239 \times 10 = \underline{\hspace{2cm}}$

Multiplying two numbers that end in zero

To multiply two numbers that end in zero, multiply the other numbers together and then add all of the zeros to the end.

$$200 \times 400$$

Step 1: Multiply the 2 times the 4 / $2 \times 4 = 8$

Step 2: Put all four of the zeros after the 8 = 80,000

$$200 \times 400 = 80,000$$

Now you try it (in your head):

$300 \times 5,000 = \underline{\hspace{2cm}}$

$190 \times 1,000 = \underline{\hspace{2cm}}$

$40 \times 12,000 = \underline{\hspace{2cm}}$

$4,000 \times 500 = \underline{\hspace{2cm}}$

$7,000 \times 10,000 = \underline{\hspace{2cm}}$

$100,000 \times 10 = \underline{\hspace{2cm}}$

$92,000 \times 10 = \underline{\hspace{2cm}}$

$6,000 \times 400 = \underline{\hspace{2cm}}$

Finding What a Number is Divisible By

Remember these facts to help you divide numbers evenly in your head.

- If a number ends in 0, it can be divided by 2, 4, 5, 6, 8, or 10.
- If a numbers ends in an even number, it can be divided by 2.
- If a number ends in 5, it can be divided by 5.
- If the digits are added together and the total is evenly divisible by 3, it can be divided by 3.
- If the digits are added together and the total is evenly divisible by 9, it can be divided by 9.

Now you try it. Figure in your head what these numbers are evenly divisible by (then check for correctness.)

6,000 _____

2,695 _____

45,000 _____

16,056 _____

1,110 _____

8, 000, 028 _____

Use your **mental math** skills:

1. A tire warehouse ordered 1,000 tires and sold 433 so far. How many do they still have left to sell?
2. A cupcake company sold 22 cupcakes on Monday, 37 on Tuesday and 23 on Wednesday. How many have they sold so far this week? How many more will they have to sell if they want to reach their weekly goal of 100?
3. Can a company that prints 5,000 flyers put them evenly into boxes of 50? If so, how many boxes can they fill?
4. A hardware supply store has 400 boxes of 20 $\frac{1}{2}$ " screws and 300 boxes of 25 of a different brand of $\frac{1}{2}$ " screws. How many $\frac{1}{2}$ " screws do they have altogether?
5. If a wedding venue wants to put ten napkins on each table, how many napkins will they need for 112 tables?
6. How many bookshelves will be needed for a book store that has 1,000 books and wants to put 20 books on each shelf?

Calculate percentages

Percentages are one of the main elements of business math. Business people use percentages to describe how sales have grown, to calculate tips and sales proceeds, and to compare one company's value to another.

Calculating percentages can be simple if you know how to find 1% and 10% of any number, then break the number into those smaller parts and add them up.

To find 10%, start by writing the number in decimal form, then move the decimal point one position to the left.

10 % of \$ 76.00 is \$ 7.60

To find 1% of a number, move the decimal point two positions to the left.

1 % of \$ 76.00 is 76 cents (.76)

Once you've found 1% or 10%, you can find 12% since that's just 10% + 1% + 1%

12 % of \$ 76.00 is \$ 7.60 + .76 + .76 = \$ 9.12

15% is 10% plus half of 10%.

15 % of \$ 76.00 is \$ 7.60 + \$ 3.80 = \$ 11.40

20% is 10% plus 10%.

20 % of \$ 76.00 is \$ 7.60 + \$ 7.60 = \$ 15.20

Now you try it (in your head):

10 % of \$ 45.00 = _____

10 % of \$ 150.00 = _____

1 % of \$ 45.00 = _____

1 % of \$ 150.00 = _____

12 % of \$ 45.00 = _____

12 % of \$ 150.00 = _____

15 % of \$ 45.00 = _____

15 % of \$ 150.00 = _____

20 % of \$ 45.00 = _____

20 % of \$ 150.00 = _____

What Do Business Management / Administration Workers Do?

EDITING PRACTICE

Adapted from www.recruiter.com/careers/business-management-administration.html

Rewrite the paragraph below. Edit for complete sentences, correct subject / verb agreement, punctuation, and capitalization.

careers in business management and administration offers sum of the most broad-based set of job opportunitys both business management and administration include jobs that directs business operations functions and finance most career's in this career group involves evaluating managing and directing operations in order to achieve grater efficiency and yield productive operations? job's in business management includes any management level job that has it's core discipline in managing people operations and financial record keeping. Jobs includes any business management position, from a line Manager or business consultant, too a CEO ore a VP of operations Generally speaking these jobs are cross-disciplinary meaning that the skills used in won industry can easy be transferred two another

Talk About Jobs!

Small Group Dialogue

*Pick one of the jobs in the **Business Management and Administration** Career Cluster. In small groups, complete the dialogue below, using at least ten of the words from the previous lessons. Write in such a way that the audience learns about the job duties, the work environment, and the qualities a person should possess who holds one of these jobs. Then perform the dialogue for the class.*

Jolene: I love being a _____

Sam: Me, too! My favorite part of this job is _____

Jolene: Really? My favorite part is _____

Sam: I got my training for the job _____

Jolene: I got my training _____

Sam: I love working with people. It's fun to help them _____

Jolene: And the environment is so _____

Sam: And you have to be a special sort of person to do this! You have to be _____

Jolene: _____

Sam: _____

Jolene: _____

A Day in the Life: Joe Davis, Medical Administrative Assistant

Adapted from: www.onlineblog.bryantstratton.edu/a-day-in-the-life-of-a-medical-administrative-assistant/

Pursuing a career as a Medical Administrative Assistant (MAA) was a wise choice for me because there are so many opportunities in the expanding healthcare field. When I learned that MAAs often earn higher than average salaries and can complete their educational training program within a single calendar year, I knew it would be an excellent career to pursue after obtaining my GED.



I love my job. It is the responsibility of our team to keep the doctor's office running smoothly and efficiently. I also enjoy interacting with patients, other medical facilities, insurance companies, and the general public.

MAAs must be organized, compassionate, pay strict attention to detail, and be willing to do whatever it takes to keep things running smoothly. We need to have a pretty comprehensive understanding of medical terminology in order to speak fluently with doctors, nurses, patients, and insurance providers. It keeps me on my toes and I feel like I'm always learning, and hopefully I'm healthier as a result of learning more about the human body!

My typical day is 9:00 am to 5:00 pm with an hour for lunch. I wear scrubs to work which makes it really easy to have my clothes ready for work each day!

While Medical Administrative Assistants do not provide clinical aspects of medical care, such as taking vitals, drawing blood, or administering medications, we are in direct contact with patients and their loved ones. I do a lot in a typical day:

- Scheduling and confirming appointment times
- Answering phones and taking/delivering messages
- Confirming patients are covered by their insurance provider
- Maintaining patient charts
- Submitting insurance forms
- Bookkeeping
- Sending out invoices, bills, and payments
- Logging all patient and chart information into an electronic medical data system

Working as a Medical Administrative Assistant is a rewarding. Because I work in a medical office, I have weekends and nights off and do not have to take my work home with me. It is a lot less stressful than working as a doctor or nurse, but it still allows me to be part of a team dedicated to helping and healing others.

Image from Creative Commons www.pxhere.com/en/photo/1446749

A Day in the Life: Joe Davis, Medical Administrative Assistant QUESTIONS

1. What did Joe Davis do to prepare for his job as a Medical Administrative Assistant?
2. What are his primary responsibilities?
3. What are some of the things that Joe Davis likes most about his job?
4. What qualities does Joe Davis have that make him a good Medical Administrative Assistant?
5. What parts of Joe Davis's job as Medical Administrative Assistant do you think you would enjoy? Why? Which would you find challenging?

Career Cluster Research

Use three resources to research and complete the information pertaining to job titles in the career cluster you have chosen to explore.
 (For example: MyCareer Shines: <https://mycareershines.kuder.com>, another on-line resource, an interview with a career counselor.)

Name of career cluster: _____

Job Title			
Educational level needed: (On-the-job training, apprenticeship, 2-year technical school or community college, 4-year college/university?)			
Salary/Wages: (Beginning, Median, Experienced?)			
Environment: (Outdoors / indoors, school, office, hospital, business?)			
Qualities needed to be successful in this occupation: (Special skills, personal qualities, etc.)			

Post-Secondary Catalogue Exploration & Presentation

Based on what you have learned about your interests, skills and talents as well as what you now know about post-secondary options, choose a program at one of the local institutions that interests you (for example: you might select a certificate program from Lively Technical Center, a TCC Associate of Arts degree program, TCC certificate program, or a FAMU four-year degree.) Go to the website of the institution which offers a program that interests you to answer the following questions. If you do not have internet access, use the print catalogues from the local college and vocational / technical center. Prepare to present your information to the class.

1. What is the name of the website? _____

2. What is the name of the program of study that interests you? _____

3. How many credit hours or clock hours is the program? _____

4. How long will it take in weeks, months or years to complete the program? _____

5. What does the program cost? _____

6. Does the program accept financial aid? _____

7. What are the entrance requirements of the program? (TABE scores? GED? ACT or SAT? Other tests or requirements?)

8. What are some of the classes you will have to take in this program?

9. What do graduates of this program typically earn? _____

10. What questions would you ask of a student who is currently involved in this program?

11. What questions would you ask of a counselor in student services about this program?

12. If this program is right for you, what do you need to do to prepare for it so that you can be successful? (Be specific: what do you need to accomplish academically, financially and personally before you apply?)

BUSINESS MANAGEMENT & ADMINISTRATION

OCCUPATION PRESENTATION

Study the occupational vocabulary below. Then use MyCareer Shines (<https://mycareershines.kuder.com>) and the Occupational Outlook Handbook (http://o*netonline.com) to explore in greater depth one of the jobs in the Architecture and Construction Career Cluster. Prepare to present the information to the class.

DEFINITIONS:

- ❖ **occupational outlook:** the chance you have of getting a job in a certain field in the current economy. Occupational outlook is related to how many jobs are available in this field and how many workers are needed.
- ❖ **occupational hazards:** working conditions that can lead to illness or death. Often, but not always, people in high-risk jobs are paid more than similar but less risky jobs to compensate for the danger involved.
- ❖ **certification:** evidence that an individual has acquired the skills and knowledge needed to do a job, given by a school or authority after an evaluation or test
- ❖ **mandatory:** required or commanded by authority; obligatory
- ❖ **job prospects:** the range of career opportunities available to a person having a particular combination of skills, knowledge, qualifications, etc.
- ❖ **median earnings:** the middle salary out of all the people in a group (often used to describe people doing a similar job), half having incomes above the median, half having incomes below the median

Occupation _____

1. What are the typical job duties of this occupation?

2. What is the typical environment where this work takes place?

3. What are the typical hours worked by a person doing this job?

4. Are there occupational hazards? What are they?

5. What education and / or training are required to enter this occupation?

6. What licenses or certifications are mandatory for this occupation?

7. What skills should a person in this occupation possess?

8. What is the total number of jobs in this occupation today?

9. What is the projected change in the number of jobs in this occupation?

10. What are the job prospects for this occupation in Florida?

11. What are the median earnings for workers in this field?

12. In your opinion, what are the major advantages of this occupation?

13. In your opinion, what are the major disadvantages of this occupation?

14. Does this job suit you and your talents and interests? How?

15. If you decided to pursue work in this occupation, what steps would you need to take?
