

Q6. What type of work does the customer service assistant carry out? She is at the bottom of the promotion ladder, but her job is very important. Why?

Work of the customer service assistant is to take calls from customers, sales enquires, orders and complaints. Her job is important is she has to directly be in contact with the customers who are the main target audience to the company and who are essential to the company.

Q7. what work does the wages clerk carry out? How do you think this job has changed in recent years?

The wages clerk works out the wages for the employees by the number of hours the employee has worked. It has changed in recent years by being computerised where it used to be worked out manually.

Q8. How does the security guard's job differs from all of the other jobs described so far?

The security guard's job differs as they are to protect the premise making sure everything is ok so that he has a external role in the running of the business.

Q9. How does carcare ensure that the production worker's job does not become to boring?

They change what the workers do now and again so that it doesn't become boring and keeps them motivated.

Q10. What type of employee is the administrative assistant – full time or part time? Out of 6 million part time workers in the UK, how many do you think are women? 3 million? Or 4 million? Or 5 million?

The administrative assistant is a part time worker.

I think that out of the 6 million workers in the UK that 4 million of them are women.

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