**MATCH UP THE FUNCTIONAL AREA WITH THE CORRECT DESCRIPTION**

**NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**HUMAN RESOURCES**

**FINANCE**

**ICT**

**SALES & MARKETING**

**CUSTOMER SERVICES**

**PRODUCTION / OPERATIONS**

**ADMINISTRATION**

Keeps the customers happy and loyal to the company by giving information & advice, ensuring products are available, providing a delivery service and an after-sales service

In charge of finding out what the customer wants/needs through market research, ensuring these needs are met and then advertising & promoting the product

Responsible for producing the goods or services that a business provides by making best use of the various inputs

Provides support on the hardware and software of the organisation’s machinery. Manages email systems, allocates space on servers, manages and monitors internet access

Deals with the recruitment of new staff, the training of new and existing staff, pay negotiations and regular staff appraisals

The ‘backbone’ of any organisation. Responsible for typing, collecting & distributing mail, keeping & filing records, organising meetings and maintaining resources

Responsible for keeping records and accounts, for giving advice on budgets to other departments and for paying wages and salaries