### BUSINESS STUDIES AND SERVICES

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| **BUSINESS MANAGEMENT (R191)**        | Business Entrepreneur           | • An entrepreneur refers to a person who has an innovative business idea, who is willing to take the risk of implementing the idea, and who also takes on the role as leader of the company or organization - assuming full responsibility for its execution, success, or failure.  
• A modern interpretation may associate being an entrepreneur with innovative and creative ideas for online use, and with someone who can use the power of the internet to fill a niche. | • Generally the workplace will be office-based, but it may vary.  
• The size of the workplace will depend on the size of the venture and may start at home or in a small office and grow to a large corporation.  
• For some ventures, the workplace will be dependent on the specific idea or industry, for example, a sporting venture may require a sports facility and this would serve as the workplace. |
| **FINANCE, ECONOMICS & ACCOUNTING (NCV)** | Bookkeeper                      | • A bookkeeper is someone who produces financial records for businesses or organizations.  
• They record financial transactions, update statements, and check financial records for accuracy.  
• Bookkeepers are employed in many industries, including firms that provide accounting, tax preparation, bookkeeping, and payroll services. They are also employed in various levels of government and schools. | • A bookkeeper will generally work in an office, but some who are self-employed can work from home. |
| **HOSPITALITY AND CATERING SERVICES (R191)** | Chef                            | • A culinary chef is someone who is in the profession of preparing, cooking and presenting food.  
• A chef can also be very innovative with food, creating new dishes, deciding what the specials of the day will be, and putting together an exciting menu.  
• Some examples of a culinary chef would include caterers, restaurant and hotel chefs, and bakery and pastry chefs. | • The culinary chef’s workplace can be very diverse, ranging from high end restaurant and hotel kitchens to private kitchens, hospital kitchens, retirement centres, cruise ships or even providing food for movie sets. |
| **HOSPITALITY (NCV)**                 | Human Resource Administrator    | • Be the first point of contact for all HR-related queries  
• Administer HR-related documentation, such as contracts of employment  
• Ensure the relevant HR database is up to date, accurate and complies with legislation  
• Assist in the recruitment process  
• Liaise with recruitment agencies  
• Set up interviews and issue relevant correspondence | • Human resources specialists generally work in offices.  
• Some, particularly recruitment specialists, travel extensively to attend job fairs, visit college campuses, and meet with applicants.  
• Most human resources specialists work full time during regular business hours. |
| **MANAGEMENT ASSISTANT (R191)**       | Secretary                       | • Duties might be related to administrative functions specific to the needs of the executive’s organization.  
• Duties include preparing memos, emails, and other correspondence on the executive’s behalf.  
• The person maintains a filing system, answers telephone calls, and routes messages. Additional duties may involve sorting mail and faxes.  
• The executive secretary might be responsible for organizing meetings and conferences. This may also require coordinating multiple schedules and handling all of the details pertaining to the meeting. Generally, preparing the agenda and ordering meals or refreshments are also part of this person’s responsibilities. | • Secretaries and administrative assistants usually work in schools, hospitals, corporate settings, government agencies, or legal and medical offices.  
• Their jobs often involve sitting for long periods.  
• They spend a lot of time keyboarding.  
• Work may require occasional overnight travel and weekend and/or evening work. |

**WORKING CONDITIONS**

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| Tourism (NCV)  | Travel Agent  | • Planning a trip is a time-consuming and complicated process. Travel agents simplify this process for their customers in addition to providing consultation services and entire travel packages.  
• They may book flights, cruises, rental cars and hotels, as well as resort stays and events.  
• Agents cater to a wide demographic, serving both individuals and corporations.  
• They may also concentrate in a special segment of the field; many agents specialize in leisure travel, business trips, or location-specific journeys. | • Travel agents work indoors in an office or cubicle, year-round.  
• They spend long hours on the telephone or in front of computer terminals, making travel arrangements and researching travel destinations for their clients.  
• Agents employed by large travel agencies typically adhere to a regular 40-hour work week, though some opportunity for overtime may occur during peak travel seasons.  
• Independent contractors have a more sporadic schedule, working less during the off season and more nights and weekends during holidays and over the summer to meet the demands of vacationing clientele. |