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Office Practice

N5

TS MOTSHOENENG

Module 5

HOW TO PLAN A BUSINESS TRIP QUICKLY

The key to planning a successful business trip for the manager is in the details regardless of the destination. The management assistant must compile a detailed itinerary (travelling schedule) to ensure that the manager has a trouble free trip. The management assistant should identify geographic destinations (i.e. weather, possible sicknesses, different time zones and etc.) to ensure that the manager has a stress free trip. The management assistant should always be in contact with the manager while preparing for the trip to avoid any unnecessary misunderstandings.

USING THE SERVICE OF A TRAVEL BUREAU

The travel bureau offer their services to the companies to ease the workload of the management assistant. In case if the company is using the service of the travel agent, the management assistant's responsibility is to make sure that the travelling schedule/itinerary is submitted to the provider with the correct information, then after all arrangement are done, the draft (preliminary itinerary) will be send to the company for manager's approval and if it correct, then the manager will sign the we get the final itinerary.

THE DIFFERENCE BETWEEN PRE-LIMINARY AND FINAL ITINERARY

We have two types of itineraries that will also play an important role in assisting the management assistant to plan the stress free trip.

- Pre-liminary Itinerary: The pre-liminary itinerary is only the draft that is not yet final and changes can be done and suggestions can also be added on this itinerary (the mode of transport should also be considered when the arrangements are done)
- Final Itinerary: it's a final draft and when all the arrangements are done, the itinerary is given to the manager to approve and the signature will also be attached on the schedule as a proof of the schedule being final.

TRAVELING DOCUMENTS AND TRAVELLING ARRANGEMENTS:

These include all the required and necessary documentations and arrangements that needs to be taken into account when the business trip is planned, and the role of the management assistant is also vital in ensuing that the arrangements and documents are in order for the manager.

Travelling documents include:

- Visa
- International Driver's License
- Passport
- Health certificate
- Insurance certificate

Travelling Arrangements include:

- Traveling by road
- Traveling abroad
- Monetary arrangements

ADDITIONAL INFORMATION ON THE BUSINESS TRIP:

What is also important with regard to the business trip, if the manager is traveling abroad, the management assistant should ensure that the trip is registered with ROSA (Registration of South African Abroad). ROSA is a website where all the trips are registered when travelling abroad, in case of emergency or unforeseen event, so that the travellers are easily traced.

Module 5

THE ROLE OF MANAGEMENT ASSISTANT IN THE ABSENCE OF MANAGER AND HANDLING OF DIFFICULT SITUATION.

The management assistant will in the absence of manager, ensure that everything that was put aside while preparing business trip is attended to. Management assistant should continue with the daily routine and ensure that the tasks are completed.

In case of a difficult situation the management assistant should always act professional and always be in control of the situation, if the situation is beyond his/her control the matter should be directed/referred to the relevant person who will be acting as manager in the absence of the manager and management assistant should always write everything down.

THE ROLE OF MANAGEMENT ASSISTANT WHEN ACCOMPANYING MANAGER ON THE BUSINESS TRIP

The manager sometimes will decide to go on the trip with the management assistant. There are few responsibilities of the secretary while on the business trip, which includes:

- Always act professional
- Give manager his/her privacy
- Dress appropriately
- Management assistant will sometimes be expected to act as a host/hostess so she needs to prepare and at least know more than 2 official languages.