- Answer customer enquiries
- Answer emails and phone calls
- Contact customers and present products
- Control quality
- Create advertising campaigns
- Develop new products
- Fix hardware and software problems
- Follow up on orders
- Improve existing products
- Install new systems and updates
- Maintain computers and networks
- Maintain machinery
- Manage contracts, holidays and absences
- Manage documentation and files
- Manage social media accounts
- Manage the company budget
- Manage warehouse operations
- Manufacture or prepare products

Sales	**Purchasing**	**Marketing**
Production / Operations	**Logistics**	**Customer Service**
Human Resources	**R&D**	**IT**
Finance / Accounting	**Administration**	

- Negotiate prices/conditions with customers
- Negotiate prices/conditions with suppliers
- Order materials and stock
- Organise promotional events
- Organise routes and schedules
- Organise schedules and appointments
- Organise training sessions
- Plan deliveries and shipments
- Prepare invoices and process payments
- Prepare quotes and offers for clients
- Prepare tax documents
- Provide after-sales support
- Recruit and interview candidates
- Request quotations
- Research customer preferences
- Resolve workplace conflicts
- Select and evaluate suppliers
- Solve complaints or product issues
- Track transport and distribution
- Update customer information in the system

LIVEWORKSHEETS