The Zinc Group Work Experience KS2

Welcome to The Zinc Group!

We are so happy that you have chosen to spend your work experience with us.

The Zinc Group is a company that helps businesses and customers stay on top of their money. We work in both:

- · Business-to-business (B2B) – helping one company support another
- · Business-to-consumer (B2C) – helping companies work fairly with customers.

The Zinc Group does three main things:

- · Credit control – helping businesses keep track of money that people owe.
- · Recoveries management – reminding customers politely when payments are late
- · Business process outsourcing – helping companies with tasks they don't have time for

Our goal is to help everyone stay fair, respectful, organised and responsible.

Now you get to explore how we support businesses and customers.

When you have finished all your tasks and your teacher is happy with your work, you'll have completed your Zinc Group Ltd work experience!

Best wishes,
The Zinc Group Team.

Starter Task – Which action is fair and helpful?

Your goal:

Think about the best, fairest way to handle payment problems.

What to do:

1. Read the three situations below.

Situation 1: A customer forgot to pay a bill because they were busy at work.

Situation 2: A business didn't realise an invoice was wrong because the numbers were mixed up.

Situation 3: A customer is worried because they don't understand their payment letter

2. Read the possible actions

A	B	C
Send a polite reminder and offer help if needed	Check the numbers carefully & fix any mistakes	Explain the letter in simple words & answer their questions kindly

3. Match each situation to the best action

4. Explain why your match is fair and helpful

PAYMENT RECEIVED

Starter Task – Which action is fair & helpful?

Helpful vocabulary

Invoice – a list showing what someone needs to pay

Reminder – a message to help someone remember

Fairness – treating people kindly and fairly

Support – helping someone when they need it

Sentence starters

I matched this because…

This action is fair because…

This helps the customer by…

I matched [xyz] … to … [abc]… because…

Example

I matched situation 1 to sending a polite reminder because it helps the customer remember without being unkind. This is fair because anyone can forget things, and polite communication makes people feel respected.

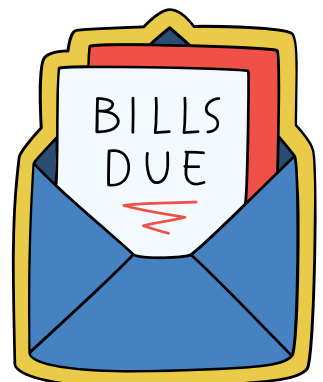# Main Task – Write a 'Friendly Reminder' Message'

Your goal:

Learn how the Zinc Group communicates politely and clearly.

What to do:

1. Imagine a customer has forgotten to pay a small bill.
2. Write a short, friendly message that includes:
- · A polite greeting
- · A gentle reminder about the payment
- · An offer to help if they are confused
- · A positive ending

Suggested search prompts:
- · 'Kind communication examples for students'
- · 'What does polite customer services look like?

Main Task – Write a 'Friendly Reminder' Message'

Helpful vocabulary
Polite – speaking kindly and respectfully
Reminder – a gentle message to help someone remember
Clear – easy to understand
Supportive – helpful and caring

Sentence starters
Hello, we hope you're well…
This is a gentle reminder that…
Please let us know if you need help with…
Thank you for your time…

Example

Hello, we hope you are doing well today. This is a gentle reminder that your payment is still outstanding. If you need help or have any questions, please just ask – we're here to support you.
Thank you for reading this message.

Extension Task – Build a support team for a busy company

<u>Your goal:</u>

Learn how cybersecurity protects people and businesses online.

<u>What to do:</u>

1. Imagine a company is very busy and needs help from the Zinc Group.
2. Create a team of three helpers, each with a different role.
3. For each team member, write:
   - · Their name
   - · Their job (e.g. call helper, letter writer, number checker)
   - · One sentence about how they support the company
4. End by writing one sentence explaining why teamwork is important in credit control.

Suggested search prompts:
   - · 'What does a credit control team do?'
   - · 'Why do businesses need different roles?'
   - · 'Teamwork for kids'

Extension Task – Build a support team for a busy company

Helpful vocabulary	Sentence starters
Role – a job or responsibility	My first team member is..
Accuracy – getting information correct	Their job is to...
Communication – sharing information clearly	This helps businesses because...
Teamwork – working together to reach a goal	Teamwork is important because...

Example

My first team member is Lee, and his job is to check all the numbers to make sure the bills are correct. This helps the business because accurate information stops mistakes and keeps customers happy.