

U1.22 - Print & Cut Flashcards

Cut along the card edges. Each card shows the question on top and the answer underneath.

CARD 1

What is a management hierarchy?

A chain of command showing levels of authority and responsibility in a business.

CARD 2

What are the three levels of management?

Top management, middle management and frontline management.

CARD 3

What is top management?

Senior leaders who set the overall direction and long-term goals of the business.

CARD 4

What is the main role of top management?

To set big-picture goals and make major strategic decisions.

CARD 5

Give two responsibilities of top management.

Examples include setting long-term objectives, approving major investments, budgets or performance targets.

CARD 6

What is middle management?

Managers who translate top management strategy into workable plans and coordinate departments or teams.

CARD 7

What is the main role of middle management?

To turn strategy into actions, allocate resources and keep performance on track.

CARD 8

Give two responsibilities of middle management.

Examples include department planning, allocating resources, monitoring KPIs and supporting frontline managers.

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CARD 9

What is frontline management?

Supervisors and team leaders who manage employees carrying out the daily work of the business.

CARD 10

What is the main role of frontline management?

To supervise day-to-day operations and ensure work is completed to the required standard.

CARD 11

Give two responsibilities of frontline management.

Examples include supervising shifts, managing workflow, handling minor issues and checking service or quality standards.

CARD 12

How do the three management levels work together?

Top sets direction, middle turns it into plans, and frontline ensures it happens in daily operations.