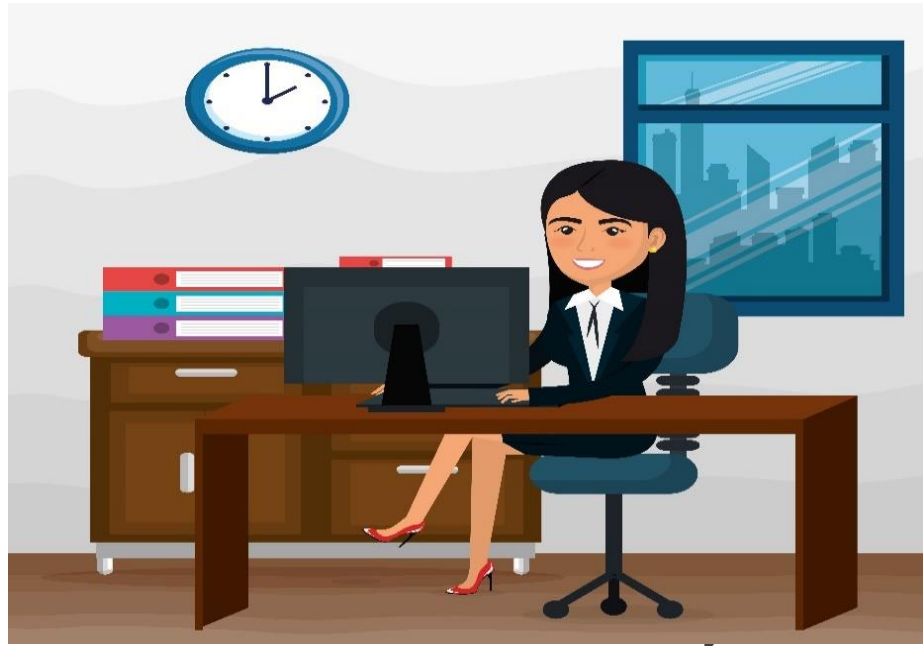# Draft Study Material

OFFICE ASSISTANT

SECTOR: Management & Entrepreneurship and Professional Skills

JOBROLE:Office Assistant

(QUALIFICATIONPACK:Ref.Id.MEP/Q0202)

एन सी ई आर टी
NCERT

PSSCENTRALINSTITUTEOFVOCATIONALEDUCATION

(A constituent unit of NCERT, under Ministry of Education, Government of India) ShyamlaHills,Bhopal-462002, M.P., India

http://www.psscive.ac.in

© **PSS Central Institute of Vocational Education, Bhopal 2024**

Preface

Vocational Education is a dynamic and evolving field, and ensuring that every student has access to quality learning materials is of paramount importance. The journey of the PSS Central Institute of Vocational Education (PSSCIVE) toward producing comprehensive and inclusive study material is rigorous and time-consuming, requiring thorough research, expert consultation, and publication by the National Council of Educational Research and Training (NCERT). However, the absence of finalized study material should not impede the educational progress of our students. In response to this necessity, we present the draft study material, a provisional yet comprehensive guide, designed to bridge the gap between teaching and learning, until the official version of the study materialis made available by the NCERT.The draft study materialprovides a structured and accessible set of materials for teachers and students to utilize in the interim period. The content is aligned with the prescribed curriculum to ensure that students remain on track with their learning objectives.

The contents of the modulesare curated to provide continuity in education and maintain the momentum of teaching-learning in vocational education. It encompasses essential concepts and skills aligned with the curriculum and educational standards. We extend our gratitude to the academicians, vocational educators, subject matter experts, industry experts, academic consultants, and all other people who contributed their expertise and insights to the creation of the draft study material.

Teachers are encouraged to use the draft modulesof the study materialas a guide and supplement their teaching with additional resources and activities that cater to their students' unique learning styles and needs. Collaboration and feedback are vital; therefore, we welcome suggestions for improvement, especially by the teachers, in improving upon the content of the study material.

This material is copyrighted and should not be printed without the permission of the NCERT-PSSCIVE.

Deepak Paliwal
(Joint Director)
PSSCIVE, Bhopal

Date: 20 June 2024

STUDY MATERIAL DEVELOPMENT COMMITTEE

Members

1. Breeze Tripathi, Assistant Professor (Contractual), Department of Business and Commerce, PSS Central Institute of Vocational Education, (NCERT), Bhopal

2. Kanchan Bhatia, Professor,Dept. of Management, Makhanlal ChaturvediNational University of Journalism and Communication,Bishenkhedi, Bhopal

3. Komal Taneja, Associate Professor, Sant Hirdaram College, Bhopal

4. Shraddha Gaud, Professor, Head, Department of Humanities, LNCT College, Bhopal

Member Coordinator

Punnam Veeraiah, Professor and Head, Department Business and Commerce, PSS Central Institute of Vocational Education, (NCERT), Bhopal.

Table of Contents

MODULE 1	INTRODUCTION TO OFFICE ASSISTANT

Module Overview

"An office is the place where the control mechanism for an enterprise is located, where records are initiated for communication control and efficient operations of the enterprise." "Management is the art of knowing what you want to do and then seeing to it is done in the best and cheapest way"- F.W. Taylor.

Office management, which is concerned with the effective and efficient performance of office work, is the practise of planning, organising, coordinating, and controlling office activities with a view to achieving business objectives. The effectiveness of a company's office directly affects its success.

An Office Assistant's duties include answering customer calls, relaying messages, and using standard office tools like fax machines or scanners (Fig. 1.1). They assist in keeping track of vital documents in files, plan travel, control supplier inventories, and enter data as needed. communicating is crucial. Every office assistant must be able to communicate effectively, and this includes both verbal and writing skills. Strong verbal communication abilities make teamwork simple and will enable you to interact with co-workers, management, and clients in an effective manner.
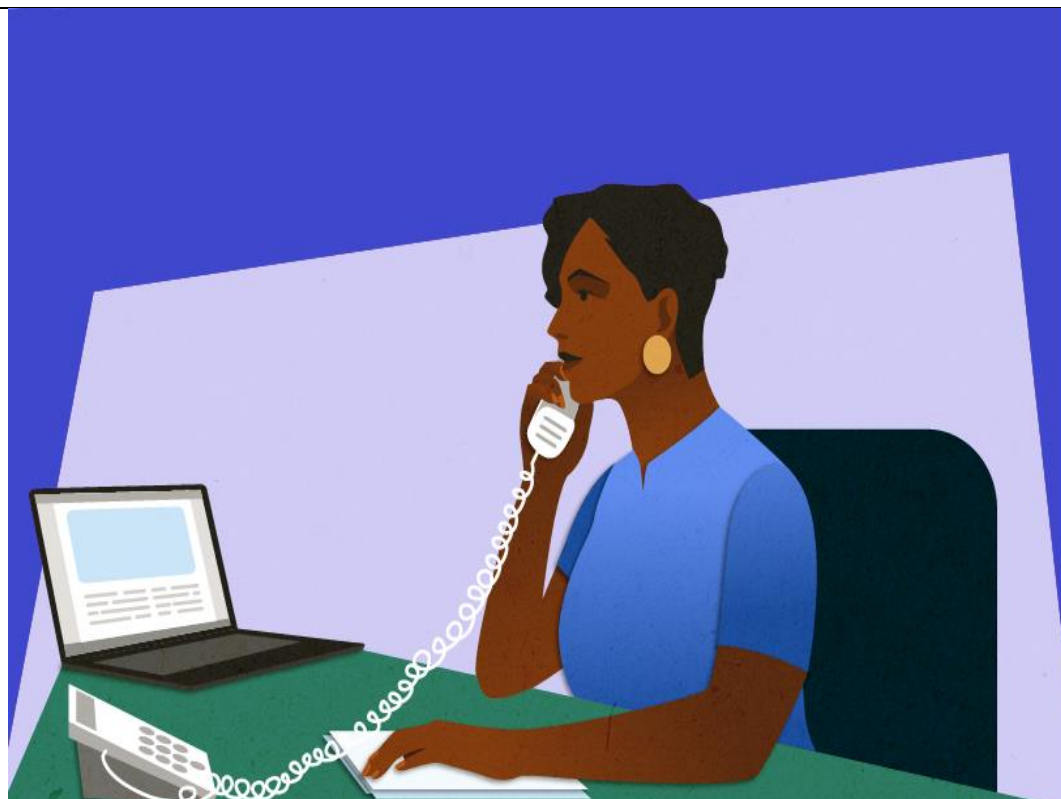
Fig. 1.1: Office Assistant

Skills and a good eye for detail so nothing falls through the cracks, but they also must be able to work well with others and customers if needed. They often use critical thinking when making decisions independently, which is helpful during busy times. Administrative assistants usually fall closer to the middle in the hierarchy, requiring more skills or experience to ensure they can handle some complex duties. Executive assistants are a bit higher-level, often needing advanced capabilities, allowing them to address the needs of CEOs and other members of the leadership team without much guidance.

Some companies do use the various admin job titles a bit interchangeably. In addition to the exact requirements for a role will vary from one company to the next. As with all jobs, read the job description thoroughly to see if he or she is qualifying. That way, he or she aren't accidentally missing out on an opportunity simply because an employer chose a different label. The Microsoft Office Specialist certifications let he or she showcase their know-how in specific pieces of software he or she would likely use on the job. He or she can pick and choose which ones to get, allowing his or her to focus on just the ones that bring value to their career. The organisation or company is looking for an office assistant to be responsible for handling clerical tasks in their office.

This unit contains four sessions, the first session describes duties of office assistant, the second session deals evolution and working of modern office management in India, the third session explains importance of various

department in an office and fourth session depicts knowledge of office management domain.

Learning Outcomes

After completing this module, you will be able to:
- Demonstrate the duties of the Office Assistant.
- Describe the evolution and working of modern office management in India.
- Identify the importance of various departments in an office.
- Demonstrate the knowledge of office management domain.

Module Structure

Session 1: Duties Of an Office Assistant
Session 2: Evolution of Modern Office Management in India
Session 3: Various Departments in an Office
Session 4: Skills in an Office Management

Session 1: Duties of an Office Assistant

The meaning of office assistant is responsible for managing administrative duties like organizing and distributing mail, maintaining office supplies, and keeping the workspace tidy for visitors and clients. Office assistants are responsible for completing regular tasks but are also flexible in adapting to unique needs that may arise during the workday. Additionally, they may take on leadership responsibilities within the company.

IMPORTANCE OF OFFICE ASSISTATNS

Office assistants play a crucial role in the smooth functioning of an office due to their various responsibilities. These responsibilities include answering customer calls, operating basic office equipment, such as faxes and scanners, managing files to keep track of important documents, arranging travel, keeping track of inventory, and performing data entry tasks when needed (Fig 1.2).

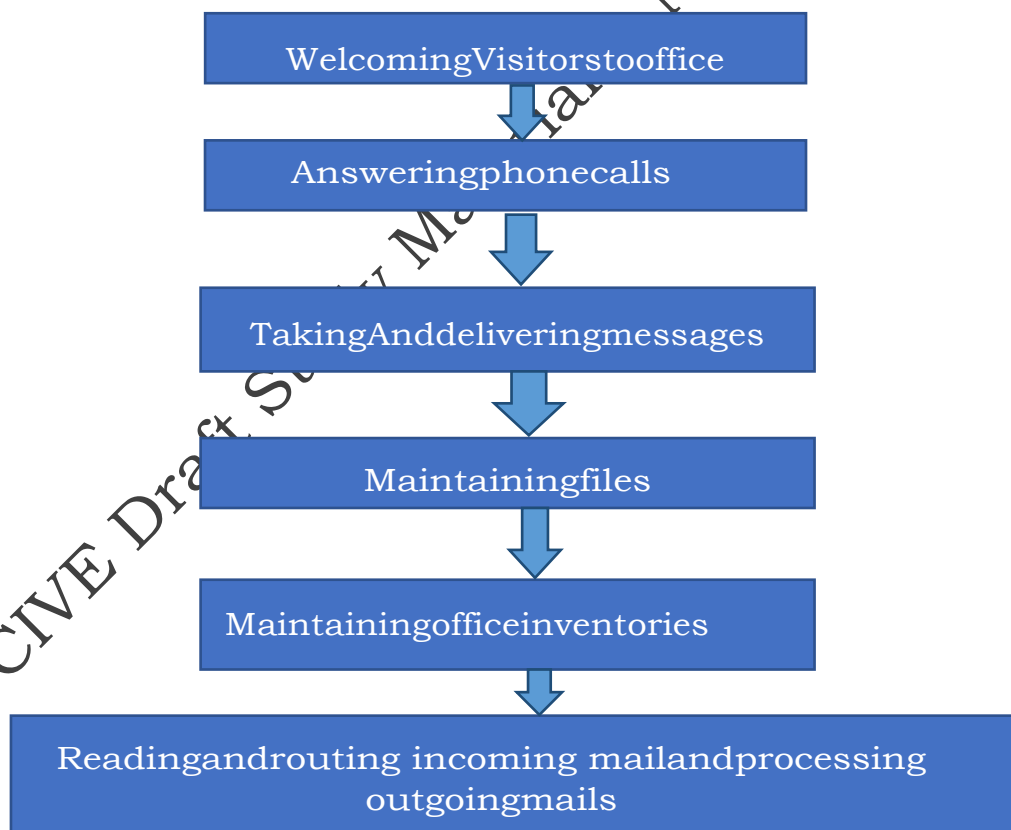WelcomingVisitorstooffice

Answeringphonecalls

TakingAnddeliveringmessages

Maintainingfiles

Maintainingofficeinventories

Readingandrouting incoming mailandprocessing outgoingmails

Fig. 1.2: Importance and Responsibility of Office Assistance

- Welcoming Visitors to your office

- Answering phone calls

- Taking And delivering messages

- Maintaining files

- Maintaining office inventories

- Reading and routing incoming mail and processing outgoing mail

Welcoming Visitors to your Office

As an office assistant, it is the pleasure to extend a warm and heartfelt welcome to all the valued visitors. One should make them feel that their presence in the office is not just an ordinary occurrence; it's a special moment for the office. Whether the visitor here for a meeting, a collaboration, or simply to explore the workspace, please let them know that they are an essential part of our day. Our team is here to ensure that their visit is as pleasant and productive as possible. An office assistant should tell them "If you have any questions or need assistance during your time with us, don't hesitate to reach out. Thank you for choosing our office, and we look forward to making your experience here exceptional in every way. Welcome!"

Project professionalism: Remember that you're one of the company's most important assets. As a receptionist/assistant, he/she is not only the front face, but also charged with giving visitors their first taste of the office culture.

Greet all visitors and inquire about to whom their appointment: welcome all guests with a hearty hello. Although it should go without saying, many front-desk employees mumble their greetings. Saying "Good morning" or "Good afternoon" to guests in a steady, audible tone gives out an air of competence that will be much appreciated by all. Asking visitors with whom they have an appointment No one in your organisation wants a visitor to feel unprofessional before engaging in a commercial transaction with you, which is why it is never a good idea to assume they are coming to see the wrong person.

- Inform the visitor frequently.

- Be prepared with snacks and local knowledge.

- Ask for the visitor's name calmly, taking notice of the pronunciation.

By projecting a professional, capable demeanour, you imply that guests' experience with the business as a whole will follow suit.

- Inquire about the visitor's name and make a note of the pronunciation in this manner, when you inform a staff member that a guest is there, you also ensure that they are aware of how to address the visitor in

case his or her name has a distinctive pronunciation.

➢ Keep the guest updated Let the visitor know you've done that once you've informed a colleague that their guest has arrived. ("Mr. Gupta will be with you shortly.")

➢ Provide a treat Offer the visitor any refreshments you may have if your colleague says they will be delayed in welcoming their visitor because they are on a call or occupied in a meeting

➢ Simple acts of hospitality, such as offering a glass of water or a cup of tea, can be a nice gesture that serves to mitigate any frustration a waiting visitor might have.

➢ Know the lay of the land as the person sitting behind the front desk, you'll be the one who's asked where the restroom is, where supplies are located and myriad other basic questions regarding the office. Be sure you're able to easily give directions to the basic parts of the office: lavatory; drinking fountain; copy and fax machines; supply closet. etc.

➢ Keep your cool as the person charged with handling those who come in and out of an office, it's likely that you'll be thrown into the occasional stressful situation: multiple visitors at one time; several phone lines ringing simultaneously; questions you might not have answers to. Remaining calm throughout any situation is key in providing top-notch assistance. A female receptionist ready to greet office visitors. You, the person occupying the seat at the front of the office, are in charge of the visitors' initial perceptions of the business.

The person occupying the seat at the front of the office, are in charge of the visitors' initial perceptions of the business. Here are some tips to make sure that first impressions are favourable:

• Give each visitor a warm welcome.

• Find out who your guests have an appointment with.

• Obtain the visitor's name and take down how it is pronounced.

• Provide updates to the visitor.

• Provide a beverage.

• Understand the terrain.

• Remain composed.

An office assistant should keep professionalism in mind that one of the company's most valuable assets is him or her. He or she guard the entrance as the receptionist, but he or she also have the responsibility of introducing guests to the workplace atmosphere.

An Office Assistant imply that customers' experiences with the company as a whole will be consistent by displaying a professional, competent demeanour, as an in charge of visitors' initial impressions of the business because you are the one sitting behind the reception desk in your office. Here's how to make sure those initial impressions are favourable.

- Display professionalism.

- Give everyone who visits a warm welcome.

- Find out who the visitor's appointment is with.

- Request the visitor's name, taking notice of how it is spoken.

- Keep the visitor informal. /Keep the guest updated

Greet all guests clearly and loudly Although it seems obvious, many front-desk staff stammer their salutations. Saying "Good morning" or "Good afternoon" to guests in a steady, audible tone gives off an air of competence that will be greatly appreciated by all. Asking visitors with whom they have an appointment It's inefficient to assume a visitor is there to see the wrong person. No one in your firm wants that person to feel that way before engaging in business with you.

Request the visitor's name and note how it is spoken. In this manner, when you inform a staff member that a guest is there, you also ensure that they are aware of to address the visitor in ease his or her name has a distinctive pronunciation.

Answering Phone Calls

Answering phone calls is an essential aspect of effective communication in today's interconnected world. It's more than just picking up the receiver; it's an opportunity to create a positive impression and establish a connection. When answering a call, a courteous and professional demeanor is crucial, greeting the caller with a warm and welcoming tone. Active listening skills come into play as you attentively listen to the caller's needs, questions, or concerns, ensuring they feel heard and valued. Clear and concise communication is key, offering relevant information or directing them to the appropriate department or person. By mastering the art of answering phone calls, one can contribute to enhanced customer satisfaction, improved workplace efficiency, and a seamless flow of information within an organization.

Offer a greeting: While the standard "**Hello**?" greeting is common and sometimes suits professional situations, you may want to offer a more specialized greeting when answering the phone for your organization. For instance, you can state the name of your organization, introduce yourself by name and ask how you might help the caller on the line. Example: "***Good***

morning! Thank you for calling XYX's office. This is ABC speaking. **How may I help you today?** Speak with a smile strange as it may sound, your tone often changes noticeably when you smile while speaking. Monitoring your tone throughout a call can be a challenging task, especially if you're performing multiple duties at once as is often the case if you are a front desk agent or customer service provider. So, try smiling when you greet the caller. Using this trick can help you maintain a professional, friendly, and positive tone throughout the phone-answering process. Be clear Clearly enunciating your words can help you assist callers efficiently and professionally.

On the phone, you may have to battle with poor cellular service, background noise, and muffled voices. These factors can sometimes lead to unclear calls. If you speak slowly and clearly, it will be easier for callers to hear what you say the first time so that you don't have to repeat yourself.

Avoid slang: In order for callers to understand you, avoid using slang and industry-specific buzzwords. Rather than using casual phrases like "cool" and "no problem" on the phone with clients, swap them out for more professional ones, like **"very well" and "you're welcome."**

Even further, try to avoid using filler words like "um," "**like**" and "**y' know**," and focus on using appropriate, professional language instead.

Be positive Maintaining a positive and upbeat tone can help callers feel welcomed and at ease. Try switching out phrases like *"I don't know"* for proactive alternatives like "Let me see if I can figure that out for you." If answering calls is part of your job, it's likely your duty to assist clients by properly fielding questions and transferring them to different colleagues or departments.

Make sure that you take this duty seriously and treat your callers with kindness and respect. Ask before you put someone on hold If your organization is busy or understaffed, clients may experience long wait times before their call even reaches you. This is especially true if your organization screens call at first using automated systems and menus. Therefore, it's important to respect your caller's time from the very beginning. One way you can do this is by asking the individual before putting them on hold. Explain why you need to do so, and thank them when they oblige. This is a simple addition to your phone etiquette that can go a long way with customers.

Example: "*I understand your concern, Ms. Gargi. I'm going to have to check with my supervisor to see if we'll be able to reschedule your appointment with less than 24 hours' notice.Would you mind if I place you on a brief hold?*" Take messages accurately If your organization doesn't use a voicemail system, you might take messages for colleagues or superiors periodically.

When you do, make sure your messages are accurate and include all of the details from the calls. This can help your colleagues pick up where you left off seamlessly with a caller without needing them to repeat information.

Taking and Delivering Messages

Taking and delivering messages is a fundamental aspect of effective communication. Whether in a personal or professional context, this skill involves actively listening to the message's content, understanding its context and importance, and then relaying it accurately to the intended recipient. Successful message delivery requires clarity, empathy, and the use of appropriate communication channels to ensure that the message reaches its destination intact, promoting understanding and fostering productive interactions between individuals or parties.

As the one seated behind the front desk of the office, the office assistant is the first impressions of the company. Here's how to ensure that those first impressions are positive ones ·

Answer by the third ring. It's courteous to pick up the phone promptly to avoid making callers wait.

- Offer a greeting.

- Speak with a smile.

- Be clear

- Avoid slang

- Be positive

- Ask before you put someone on hold.

- Take messages accurately.

Digital communication methods such as texting, email, and social media have become the mode of contact for many people. Despite this, a lot of companies still rely on direct phone calls to communicate with customers and clients. If your role requires you to communicate through phone calls, then it's crucial to learn how to answer the phone properly.

Let's discuss why phone etiquette is important:

Phone etiquette is important for several reasons, as it plays a crucial role in effective communication and maintaining positive relationships, both personally and professionally. Here is a brief overview of the importance of phone etiquette:

1. **Professionalism**: Proper phone etiquette demonstrates professionalism in the workplace. It helps create a positive image of yourself and your organization, which can enhance your career

prospects and business relationships.

2. **Personal Growth:** Professionalism: Proper phone etiquette demonstrates professionalism in the workplace. It helps create a positive image of yourself and your organization, which can enhance your career prospects and business relationships.

3. **Effective Communication**: Good phone manners ensure that your message is conveyed clearly and accurately. This reduces the chances of misunderstandings or misinterpretations during conversations.

4. **Respect**: Phone etiquette is a sign of respect for the person you are communicating with. It shows that you value their time and are willing to engage in a respectful and courteous manner.

5. **Productivity**: Following phone etiquette guidelines can save time and increase efficiency in communication. This is especially important in a professional context where time is often at a premium.

6. **Maintaining Relationships**: Proper phone etiquette is vital for maintaining personal relationships, as it fosters open and healthy communication. It helps avoid conflicts and misunderstandings that can strain relationships.

7. **Customer Service**: In customer service roles, adhering to phone etiquette is essential for creating a positive customer experience. It can lead to satisfied customers and repeat business.

8. **Confidentiality**: Proper phone etiquette includes safeguarding sensitive information during conversations, which is critical in protecting privacy and maintaining data security.

9. **First Impressions**: The way you conduct yourself on the phone can create lasting first impressions. Whether it's for a job interview or a potential business partner, a positive initial impression can open doors to opportunities.

10. **Conflict Resolution**: When conflicts arise, good phone etiquette can help defuse tense situations. It promotes active listening and respectful dialogue, increasing the chances of finding solutions. Practicing phone etiquette can contribute to personal growth by improving communication skills, empathy, and self-awareness.

In summary, phone etiquette is not just about being polite; it's about effective communication, respect, and professionalism. By adhering to these principles, you can enhance your relationships, career prospects, and personal growth.

Fig. 1.3: Taking and Delivering Messages

In general, taking accurate messages can improve your organization's customer or client operations. Know how to transfer and who to transfer to Phone systems can be a challenge to use the right way. Therefore, you'll want to practice using all of the functions of your organization's phone system before trying to answer calls. The transfer function is especially important to use properly, as you will probably have to use it daily when transferring calls to colleagues who are better suited to assist clients with their needs.

Knowing how to use this function correctly, in addition to keeping an updated list of colleagues and their responsibilities for you to reference, will help you ensure that calls are transferred to the correct individual. Close on a positive note When you're about to hang up with a caller, try to end the conversation on a positive note. You can do this by thanking them or wishing them well. This can motivate clients to feel positively toward your organization and make them more comfortable calling in the future to address other requests, questions or problems. Example: *"Thanks for your call today, Mr. Weston. I hope you have a wonderful rest of your day*." Make sure the person you transfer the call to is available. To ensure that callers are met with an answer rather than a voicemail when transferred, make sure the colleague is available to help beforehand. Save the food and drink for after the call.

To remain professional, avoid eating or drinking while on a call with a customer, as speaking with food or drink in mouth can make your enunciation unclear. Create a professional voicemail message. There will be times answer immediately because one is busy with another task, to prepare for occasions like this, create a professional voicemail message and update it frequently. If clients or customers do leave a message, make sure to call them back within a business day to retain their business and meet their needs as quickly as possible.

Maintaining Files

Managing files effectively is essential for maintaining an organized and efficient workflow within any organization. It involves creating a systematic

structure for storing, categorizing, and accessing files to ensure that information is readily available when needed. This process typically includes labelling files accurately, establishing clear naming conventions, and organizing them into logical folders or directories. Additionally, implementing a version control system helps track changes and updates to files, ensuring that the most current information is always accessible. Regular maintenance, including archiving outdated files and regularly backing up important data, is crucial for preventing clutter and minimizing the risk of data loss. By adopting robust file management practices, businesses can streamline their operations, enhance collaboration among team members, and safeguard critical information for future reference.

Maintaining Office Inventories

Maintaining office inventories is a fundamental aspect of ensuring smooth operations within any workplace. It involves meticulously tracking and managing the stock of office supplies, equipment, and other resources essential for daily tasks. This process typically begins with creating comprehensive inventory lists detailing all items on hand, their quantities, and their respective locations within the office. Regular audits and updates to these lists help keep inventory levels accurate and up-to-date. Additionally, establishing clear protocols for requesting, receiving, and replenishing supplies ensures that necessary items are always available when needed. Proper storage and organization techniques, such as utilizing labelled shelves or storage bins, further facilitate efficient inventory management. By effectively maintaining office inventories, businesses can minimize waste, prevent shortages or overstocking, and optimize resource allocation for increased productivity and cost-effectiveness.

Reading and Routing Incoming Mail and Processing Outgoing Mails

Reading and routing incoming mail and processing outgoing mail are vital tasks in any office environment, crucial for maintaining effective communication and organizational efficiency. When handling incoming mail, office staff must carefully sort, prioritize, and distribute correspondence to the appropriate recipients or departments. This involves not only physically sorting mail but also digitally routing emails or electronic communications to the relevant individuals or teams. Additionally, staff members may need to open and review incoming mail to identify urgent or time-sensitive items requiring immediate attention. On the other hand, processing outgoing mail entails preparing and packaging documents, letters, or parcels for delivery. This may involve printing, folding, inserting into envelopes, affixing postage, and scheduling courier services or arranging for mail pickup. Implementing efficient mail processing systems and utilizing digital tools for mail management can streamline these tasks, reducing processing times and ensuring prompt communication both within and outside the organization. Effective management of incoming and outgoing mail is essential for

maintaining smooth workflow processes and facilitating effective communication channels within the office.

Duties of Office Assistant
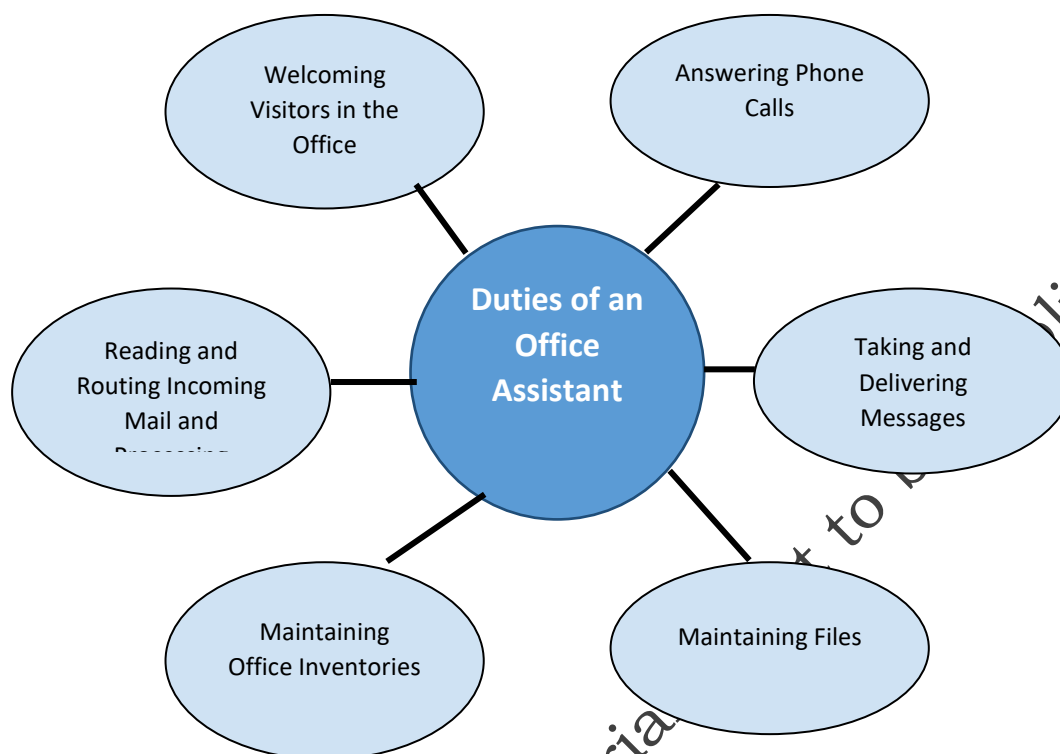
Fig. 1.4: **Duties of an Office Assistant**

1. Produce final versions of memoranda, letters, narrative reports, and other items.

2. Plan and schedule meetings and appointments.

3. Carry out clerical duties such as filing, copying, and printing.

4. Monitor office supplies and address shortages.

5. Resolve office-related issues and malfunctions.

6. Coordinate with other departments to ensure compliance with policies.

7. Build positive relationships with colleagues, customers, and suppliers.

8. Greet visitors and provide them with station information.

Office Assistant Responsibilities: Office assistants handle organizational and clerical support tasks. This may include organizing files, scheduling appointments, writing copy, proofreading, receiving guests and more, depending on the company and its needs.

- Handling incoming calls and other communications.
- Managing filing system.
- Recording information as needed.

- Greeting clients and visitors as needed.

- Updating paperwork, maintaining documents, and word processing.

- Helping organize and maintain office common areas.

- Performing general office clerk duties and errands.

- Organizing travel by booking accommodation and reservation needs as required.

- Coordinating events as necessary.

- Maintaining supply inventory.

- Maintaining office equipment as needed.

- Aiding with client reception as needed.

- Experience as a virtual assistant.

Role and Importance of office Assistant in an Organisation

An office assistant plays a crucial role in maintaining the smooth functioning of an organization. They provide valuable support to various departments and ensure that daily operations run efficiently. Here are some key roles and the importance of an office assistant in an organization:

1. **Administrative Support**

- Managing correspondence: Office assistants handle emails, letters, and other forms of communication, ensuring timely responses and effective communication within and outside the organization.

- Scheduling: They arrange appointments, meetings, and conferences, ensuring that calendars are well-organized and time is utilized efficiently.

- Data entry and record keeping: They maintain accurate records, databases, and files, which are essential for decision-making and regulatory compliance.

2. **Front Desk and Reception**

- First point of contact: Office assistants often serve as the first point of contact for visitors, clients, and stakeholders. They provide a welcoming and professional impression of the organization.

- Handling calls: They manage incoming calls, direct them to the appropriate departments, and provide information as needed.

3. **Organizational Support**

- Office maintenance: They ensure that the office environment is clean, organized, and well-stocked with necessary supplies.

- Inventory management: They keep track of office supplies, order new items when needed, and ensure that inventory levels are adequate.

4. Coordination

- Team support: Office assistants work closely with various departments, providing coordination and assistance to ensure tasks are completed seamlessly.

- Event coordination: They assist in organizing company events, workshops, and seminars, helping to create successful and well-executed gatherings.

5. Communication

- Internal communication: Office assistants facilitate communication within the organization by relaying information between different teams and departments.

- External communication: They may handle external inquiries and provide basic information about the organization to clients, vendors, and partners.

6. Problem Solving

- Troubleshooting: Office assistants often resolve minor technical issues, such as printer problems or connectivity issues, to minimize disruptions in the workflow.

- Adapting to changes: They quickly adapt to changes in schedules, priorities, and tasks, helping the organization remain flexible and responsive.

7. Support to Management

- Reporting: They assist in generating reports and compiling data that aids in decision-making and strategic planning.

- Travel arrangements: Office assistants can help organize travel arrangements for executives, ensuring a smooth travel experience.

Importance: An efficient office assistant is essential for the following reasons:

- They free up other employees' time by handling routine tasks, allowing them to focus on their core responsibilities.

- Their organizational skills and attention to detail contribute to the overall professionalism and efficiency of the organization.

- They enhance communication flow, both internally and externally, ensuring accurate and timely exchange of information.

- Their ability to handle administrative tasks allows managers and

executives to concentrate on strategic and higher-level functions.

- They contribute to a positive workplace environment by creating a welcoming and organized atmosphere.

Administrative duties encompass a wide range of tasks that are essential to the smooth operation of any organization. These tasks include filing, typing, copying, binding, and scanning documents. Filing ensures that important records are organized and easily accessible when needed, while typing involves creating and formatting various documents, from reports to memos. Copying allows for the replication of documents for distribution, while binding gives a professional and polished finish to important materials like manuals or presentations. Scanning, on the other hand, converts physical documents into digital formats, streamlining document management and archiving processes. These administrative duties may seem mundane, but they are the backbone of efficient business operations, ensuring information flows seamlessly and is preserved for future reference.

In summary, the role of an office assistant is indispensable in maintaining the operational effectiveness and professionalism of an organization. Their diverse responsibilities contribute to a well-organized, efficient, and thriving workplace.

Activities

Activity 1: Role plays on welcoming visitors

Material required: Note book, Pen/Pencil, Checklist

Procedure:

1. Choose few students for role play some will be visitors and the rest can be office staffs.

    a) Greet the visitors as explained in the chapter.

    b) Enquire about the reason for their visit.

    c) Find out who your guests have an appointment with.

    d) Obtain the visitor's name and take down how it is pronounced.

    e) Provide updates to the visitor.

    f) Provide a beverage.

    g) Understand the terrain.

2. Talk with the visitors how they feel with the gesture of the greeting.

3. Note down all the queries in note book.

4. Prepare a report of the same and discuss with friends and show to your

teachers.

5. Discuss your report in the class.

Activity 2: Role play on answering phone calls

Materials required: Note book, Pen/Pencil, Checklist

Procedure:

1. Reach any organisation with peers.
2. Meet the office executive and be in the office for some time.
3. Observe the way of answering the phone calls.
4. Role play the observation in the class.
   a) Make a group.
   b) Allot each student different roles like office assistant, visitors etc.
5. Perform the client and office assistant roles.
6. Ask rest of the class to observe the communication happening.
7. Observing student will make a note of the communication.
8. Prepare report of the same.
9. Discuss report with teachers and classmates.

Activity 3: Group Discussion on the process of taking delivering message effectively

Materials required: Notebook, Pen/Pencil, Checklist

Procedure:

1. Make different groups of the students in the class
2. Discuss the Process of taking the messages and delivering the messages
3. Make a note of the do's and don'ts of the same
4. Make a detailed report with the ideas and ways discussed for taking and delivering messages
5. Discuss report with teachers and classmates.
6. Teacher will give feedback of the report to the students

Activity 4: Power Point presentation on maintaining file, office inventory filling, typing copying scanning.

Materials required: Notebook, Pen/Pencil, Computer, Checklist

Procedure:

1. Visit the Administrative department of any organization.
2. Make a group of students.
   a) Ask student to make a powerpoint presentation.

b) Check the PPT is legible

c) Check the PPT is in proper manner (8 lines per ppt)

d) Proper font size and image should insert.

3. Note down procedure of making the PowerPoint presentation

4. Each group will make the presentation and present in the class containing all the activities related with maintaining file.

5. Submit the ppt to the subject teacher.

Check Your Progress

A. Fill in the Blanks

1. Taking accurate messages can improve your organization's _____ operations.

2. Office Assistant's ability to handle administrative tasks allows managers and executives to concentrate on_____ and higher - level functions.

3. Office Assistant_____ is to perform general office clerk duties and errands.

4. Phone etiquette is important and we offer tips and examples to guide you in how to answer the phone in_____, _____.

B. Multiple Choice Questions

1. Which of the following is an example of welcoming visitors?
   a) Greet them with a smile
   b) Offer them water, snacks, etc
   c) inquiries about the person they want to meet
   d) Above all

2. Role of Office Assistant Includes
   a) Support management
   b) Trouble shooting and adapt changes
   c) monitoring staff
   d) a & b

3. An Office Assistant should be
   a) Poised and polite
   b) shrewd and Harsh
   c) professional and demeanor
   d) a & c

4. When a guest/visitor visit the office, the office assistant offers
   a) A greeting
   b) Speak with a smile
   c) Be clear

d) Above all,

C. State whether the following statements are True or False

1. The role of an office assistant is indispensable in maintaining the operational effectiveness and professionalism of an organization.
2. Assistance in generating reports and compiling data that aids in decision-making and strategic planning is called work load.
3. In Administrative Support Managing correspondence office assistants handle emails, letters, and other forms of communication.
4. Strong verbal communication abilities do not make teamwork simple and will enable you to interact with co-workers, management, and clients in an effective manner.

D. Short Answer Questions

1. Describe the first gesture to a visitor.
2. Write down how to Answer a phone call.
3. Describe the technique of maintaining files.
4. What are the administrative duties of an office assistant?

E. Long Answer Questions

1. Describe the duties of the Office Assistant.
2. What is the difference between the responsibilities and duties of an Office Assistant?
3. Describe the procedure of greeting visitors.
4. Write down the procedures of taking and delivering messages.

F. Check Your Performance

1. Draw a flow chart showing the office assistant duties and responsibilities

Session 2: Evolution of Modern Office Management in India

INTRODUCTION

Modern office management in India has evolved from a traditional hierarchical system to a more flexible and dynamic structure. The use of technology, increased employee engagement, and focus on productivity and efficiency have been key factors in this evolution. It involves a range of activities including planning, organizing, coordinating, staffing, and controlling to achieve organizational objectives.

In India, modern office management has undergone a significant evolution from a traditional hierarchical structure to a more dynamic and flexible system. This transformation has been driven by the adoption of technology,

an increased focus on employee engagement, and a greater emphasis on productivity and efficiency. Modern office management encompasses a range of activities, including planning, organizing, coordinating, staffing, and controlling, all of which aim to achieve organizational objectives. The modern workplace also places a greater emphasis on diversity and inclusion, as well as work-life balance, in order to create a positive and productive work environment as shown in (fig.1.5)

Fig. 1.5: Working of Modern Office
Source: https://www.freepik.com/freeworkingmodernoffice

Office management involves planning, organizing, directing, and controlling workplace resources. It aims to ensure smooth operations and optimal resource utilization. Sub-segments of office management include administrative, financial, human resource, facilities, and operations management. Administrative management entails coordinating office activities and procedures. Financial management deals with budgeting, accounting, and reporting. Human resource management involves managing employees, including recruitment and performance. Facilities management oversees the physical workplace environment, including maintenance and security. Operations management involves managing day-to-day operations, including production and service delivery.

INTRODUCTION TO OFFICE MANAGEMENT AND ITS SUB SEGMENTS

1. Office management is the technique of planning, organizing, coordinating and controlling office activities with a view to achieve business objectives and is concerned with efficient and effective performance of the office work. The success of a business depends upon the efficiency of its office. The volume of paper work in offices has increased manifold in these days due to industrialization, population explosion, government control and application of various tax and labour laws to any business enterprise. Efficiency and effectiveness

which are key words in management are achieved only through proper planning and control of activities, reduction of office costs and coordination of all activities of business.

2. In simple words, office management can be defined as "a distinct process of planning, organizing, staffing, directing, coordinating and controlling office in order to facilitate achievement of objectives of any business enterprise' the definition shows managerial functions of an administrative manager. Following diagram indicates various elements or functions in the process of office management.

Types of Office Management Jobs

- Corporate Office Management. Corporate office management jobs include the manager at each branch of a given company.

- Medical Office Management.

- Legal Office Management.

- Virtual Office Management.

Types of Office

There are several types of offices, including home offices, virtual offices, executive suites, serviced offices, shared offices, open offices, and traditional offices. Home offices are located in a person's home and are used for business purposes. Virtual offices provide a business address and communication services without a physical office space. Executive suites offer high-end office space and services. Serviced offices provide fully equipped workspaces. Shared offices are communal workspaces. Open offices are shared workspaces with little or no privacy. Traditional offices are private spaces for one or more people.

CONCEPT OF MODERN OFFICE

A modern office is often defined by the people and the culture of the business, as well as the aesthetics. In terms of the interior itself, a modern office space is likely to comprise of light/white décor, large spaces and minimal furniture creating a modernistic approach (Fig 1.6).

Fig. 1.6: Modern Office

Traditional concept defines office as the place to perform all managerial and clerical activities. It is the definite area in business. The modern concept of office explains office as an activity rather than the place. The regular activities of collecting and distributing information are called the basic function.

- The conventional office/the traditional office

- Benching (open office) The open office layout is a 180-degree change from the conventional office.

- Activity-based environments.

- Desk neighbourhoods.

- Hot desks.

- Hospitality and remote-worker friendly.

CAREER HIERARCHY OF OFFICE MANAGEMENT

The career hierarchy of an Office Assistant can vary depending on the organization and industry, but generally there are several potential paths for advancement.

Vertical Progression

- Senior OfficeAssistant: This role involves taking on more complex tasks and responsibilities, and often supervising junior staff.

- AdministrativeAssistant: This is a natural progression for experienced Office Assistants, expanding their duties to include managing calendars, travel arrangements, budgets, and project schedules.

- ExecutiveAssistant: This highly responsible role involves providing direct support to senior executives, handling confidential information, and managing complex projects.

Lateral Specialization

- ProjectCoordinator: Office Assistants with strong organizationals

killscanspecialize incoordinatingprojects,managing deadlines,and ensuring smoothexecution.

- EventPlanner:Ifyouhaveaknackforlogisticsandorganization,thi scouldbea fulfillingpath,managing eventsfrombudgeting andvendor coordinationtoattendeeregistrationandexecution.
- CustomerServiceRepresentative:Excellentcommunicationandp roblem-solvingskillscanleadtoacustomerservicerole,handling inquiries,complaints,andprovidingsupport.

ManagementTrack

- OfficeManager:Thisroleoverseestheentireofficeoperation,mana gingstaff,budgets,resources,andensuringefficiency.
- DepartmentAdministrator:Someorganizationsofferopportunitiesto managespecificdepartments,likeHR,Marketing,orFinance.

BeyondAdministration

- Paralegal/LegalAssistant:Withspecializedtrainingandexperienc e,OfficeAssistantscanmoveintolegalsupportroles.
- HumanResourcesAssistant:Stronginterpersonalskillsand organizationalabilitiescanopendoorstotheHRfield.
- Accountant/Bookkeeper:If you havea passion for numbers anddetail,accountingorbookkeepingcouldbeaviableoption.

An Office Assistant can start their career in an entry-level position and work their way up to more senior roles such as Senior Office Assistant, Administrative Assistant, or Executive Assistant. With further experience and qualifications, they may advance to higher-level positions such as Office Manager or Operations Manager. Specializing in specific areas such as human resources, finance, or marketing can also lead to career progression. A Bachelor's or Master's degree in Business Administration or related fields may be required for some advanced positions.

When it comes to the internal operations of a company, the traditional hierarchy is typically as follows:

- Chief Executive Officer (CEO)
- Other C-level titles, such as: Chief Operating Officer (COO) …
- President.
- Executive Vice President.
- Senior Vice President.
- Vice President.
- Assistant Vice President.
- Associate Vice President

Activities

Activity 1: Prepare a presentation on evolution of modern office.

Materials required: Computer, LCD Projector, Mouse, Key Board, Cables

Procedure:

1. Ask students to prepare a PowerPoint Presentation (PPT) on modern office management

2. Prepare a PowerPoint presentation of the evaluation of modern office. =

   a) Introduction to modern office

   b) Stage-wise evolution of modern office

   c) Different structures of evolution of modern office

   d) Different features of modern offices.

3. Discuss your PPT with teacher and classmates in the class.

4. Note down the comments given by the teacher and classmates.

5. Incorporate the changes made as per suggestions and comments.

6. Submit the PPT to the class teacher.

Activity 2: Prepare a flow chart for career path of Office Assistant

Materials required: Cardboard, Notebook 2. Pen/Pencil 3. Checklist

Procedure:

1. Students should draw a flow chart on cardboard showing the Career Path of Office Assistant.

   a) Vertical progression

   b) Lateral specialisation

   c) Management track

   d) Beyond administration

2. Prepare a report of the same and discuss with friends and show to your teachers.

3. Discuss the report in the class.

4. Submit the report to the class teacher.

Check Your Progress

A. Fill in the Blanks

1. A modern office is often defined by the people and the _____ of the business, as well as the aesthetics.
2. Office management is about a _____ _____, with a number of elements and activities as part of the process.
3. _____ training programme is provided to new staff and refresher course programme is provided to existing staff.
4. A modern office is often defined by the people and the culture of the business, as well as the _____.

B. Multiple Choice Questions

1. Functions of office management are
   a) Planning
   b) Coordinating
   c) a and b
   d) None of the above
2. Types of Office management jobs include,
   a) Corporate office management
   b) Career office management.
   c) Vertical office management
   d) All of the above
3. The office manager oversees the entire office operations is called
   a) Beyond administration
   b) Vertical progression
   c) Lateral specialization
   d) Management Track
4. Lateral specialization includes,
   a) Project coordinator
   b) Event planner
   c) Executive vice president
   d) a and b

B. State whether the following statements are True or False

1. CEO is the face of the organization.
2. Office Assistant is directly related with internal matters of office working.
3. Orientation programs are for existing employees.
4. With further experience and qualifications, office Assistants may advance to higher-level positions such as Office Manager or

Operations.

C. Match the Columns

1. CEO   a) Face of reception
2. Office Assistant   b) Planning, controlling
3. Aesthetics   c) Modern Office
4. Office management   d) Internal operations

D. Short Answer Questions

1. Briefly write the concept of modern office.
2. Write a short note on the career hierarchy of Office Assistant.
3. Describe the functions of office management.
4. What are the types of office management jobs?

E. Long Answer Questions

1. Describe the evolution of modern Office Management.
2. Describe the Types of offices with an example.
3. Describe office management & describe its sub segments.
4. Compare the classic and modern office.

F. Check your Performance

1. Roleplay to perform the responsibilities of Office Assistant.
2. Demonstrate the Duties of an Office Assistant.

Session 3: Various Departments in an Office

In this session, we explain what business departments are and give you a complete overview of the different types of departments and what their purposes and uses are with answers to frequently asked questions about how to structure departments in a business.

Departments in an organization play crucial roles in ensuring the smooth and efficient functioning of the business as a whole. The importance of various departments can vary depending on the organization's size, industry, and specific goals, but generally, each department serves a specific purpose that contributes to the overall success and sustainability of the organization.

Businesses often have several departments that perform unique functions, allowing them to operate efficiently and successfully. You may be curious about specific tasks different business departments engage in and what their general purpose is. Understanding how each department within a business works and what they contribute to its success can be helpful in expanding both your business vocabulary and knowledge.

BASIC INTRODUCTION OF VARIOUS DEPARTMENTS/ SECTIONS IN AN

OFFICE

Business departments are divisions within a business that specialize in offering
certain services that contribute to the overall functionality of the business. Each department within a business serves a unique, specialized role and operates under a set organizational structure of the business owner's choice. Whether the business is a business that sells items, creates products or manufactures materials, it always has some type of structure that allows for departments to operate.

In some cases, a business may combine two different departments into one cohesive, bigger department in an effort to save time, streamline processes, leverage resources and create as many efficiencies as possible. For instance, a business may combine its accounting and finance departments into one larger accounting and finance department, since the two departments share similar tasks and ultimately similar goals. While this doesn't lessen the importance of the unique tasks that the accounting and finance department accomplishes, it allows for the sharing of resources between the two former independent departments.

Types of Business Departments

There are a variety of different, specialized departments that a business typically has. Here are overviews of a few of the most common departments within a business also shown in (fig.1.7)

Fig. 1.7: Human Resources Department
Source: https://www.freepik.com/free-vector

The Human Resources department is responsible for handling all aspects of a business' employee life cycle, including their recruiting, hiring and helping for any issues they may experience during employment. This department focuses on assisting all business personnel with training, development, compensation, relations, benefits and legal compliance.

Importance of Human Resources (HR): HR is responsible for recruiting, training, managing, and developing the organization's workforce. They ensure that the right people are in the right positions, maintain employee morale, and handle compliance issues.

Operations Department

Operations departments are responsible for ensuring the efficient production and delivery of products or services. They optimize processes, manage the supply chain, and control production costs.

The operations management department of a business handles the oversight of planning, organization, production and manufacturing within a business. This department primarily focuses on the delivery of programs, products or services and emphasizes the end-goal as its most important task.

Information Technology Department

IT departments manage technology infrastructure, systems, and data. They support daily operations and enable digital transformation, enhancing efficiency and competitiveness.

The information technology department, commonly referred to as the IT department, functions to ensure that a business's network of computers and other technology operates correctly. The IT department focuses on maintaining the computer infrastructure, holding governance over the entire business's use of technology and ensuring the functionality of all systems in use.

Marketing Department

Marketing promotes the organization's products or services, builds brand awareness, and attracts customers. It is essential for revenue generation and market positioning. The marketing department of a business functions to promote said business and all that it has to offer the public and prospective customers. It's common for businesses to combine their sales and marketing departments into one larger department due to their similar goals. The exact responsibilities of a marketing department, therefore, can vary from business to business.

Sales Department

Sales teams are responsible for selling the organization's products or services to customers. Their performance directly affects revenue and growth. The sales department of a business functions to facilitate and secures a business' sales to generate and maximize revenue. This department determines sales prices and changes them as needed in an effort to sell the most of any product, program or service.

Accounting & Finance Department

Importance: This department manages the organization's financial resources, budgets, and financial reporting. It plays a crucial role in ensuring financial stability, controlling costs, and making strategic financial decisions. The accounting and finance department of a business functions to handle all aspects of a business's finances. Typically, the accounting department and the finance department within a business have the same tasks and goals. It's common for businesses to pair their finance and accounting departments together to create a combined department so they can share resources and create efficiencies.

Production, Research and Development Department

The production, research and development department of a business functions to conduct research on programs, products or services a business may offer, create that product and develop it until it is ready for sale. Usually, only larger businesses have this type of department.

Each department plays a unique and vital role in the organization's success, and their effective collaboration is essential for achieving common goals and objectives. The importance of each department may also evolve over time as the organization grows and adapts to changing market conditions.

ROLES AND RESPONSIBILITIES OF RELEVANT DEPARTMENTS OF AN ORGANISATION

Functions of Human Resource Department: Typically, a human resources department within a business does the following:

- Recruits staff members
- Maintains employee records
- Secures benefits for employees
- Trains staff members
- Oversees benefits administration
- Creates employee wellness initiatives
- Ensures business adheres to legal rules and guidelines
- Conducts HR market research
- Plans employee engagement and reward programs
- Facilitates employee performance reviews
- Oversees workforce safety

- Creates business policies
- Performs onboarding processes
- Forms and maintains relationships with insurers

Functions of Operations Department: Typically, the operations management department within a business does the following:

- Creates strategies for improved operations performance
- Assists the human resources department with recruiting
- Searches for opportunities in which the businesses can participate
- Develops policies or guidelines for business
- Creates and promotes company culture
- Oversees business plans
- Creates short-term and long-term goals for operations
- Monitors business' compliance with legal rules and guidelines
- Researches the market for ideas for growth or development
- Oversees auditing of business
- Support communication between management, staff members and other departments
- Collaborates with business stakeholders, if any
- Holds meetings with business' board of directors, if applicable, to discuss business plans

Functions of Information Technology Department: Typically, an information technology department within a business does the following:

- Implements new software
- Trains business employees on how to use software, programs and technology
- Maintains computer infrastructures
- Performs software updates
- Oversee data and information storage
- Installs hardware
- Acts as a technology consultant for all business departments
- Troubleshoots computer or network issues
- Researches new software and IT supplies

- Performs system backups
- Configures work phones and mobile devices
- Installs cloud-based services and applications
- Maintains business website
- Repairs hardware
- Maintains business internal network
- Offers end-user support

Functions of Marketing Department: Typically, a marketing department within a business does the following:

- Develops marketing campaigns
- Conducts market research
- Manages company brand
- Forms relationships with marketing and advertisement partners
- Writes content for marketing materials
- Maintains business' website
- Develops social media marketing strategies and campaigns
- Collaborates with other departments to market products accurately
- Identifies target audiences
- Writes email campaigns
- Uses search engine optimization (SEO) tactics for website
- Reviews marketing campaigns
- Manages relationships with marketing partners
- Researches customer demographic information

Functions of Sales Department: Typically, a sales department within a business does the following:

- Facilitates the sales of items
- Sets prices for products
- Creates sales plans
- Develops strategies for increasing sales
- Creates relationships with sales partners
- Reviews sales plans results

- Manages inventory of products
- Provides customer service
- Creates goals for the department to reach
- Develops distribution plans
- Creates promotional materials
- Maintains relationships with sales partners
- Collaborates with the marketing department to promote items

Functions of Accounting and Finance Departments: Typically, an accounting finance department within a business does the following:

- Creates feasibility reports
- Offers financial advice to other departments
- Manages equity
- Creates funding plans
- Supervises inflow and outflows of business funds
- Pays debtors and suppliers
- Manages payroll
- Identifies financial risks
- Ensures timely allocation of funds to designated areas
- Collaborates with other departments to determine their specific financials
- Creates financial risk management plans
- Performs bookkeeping
- Prepares budgets
- Examines financial reports and data
- Manages all finance-related systems

Functions of Production, Research and Development Department: Typically, the production, research and development department within business does the following:

- Conducts market research
- Performs product research
- Creates development plans
- Designs products

- Conducts product tests
- Review reports on products
- Analyses processes for development
- Engages in quality control and assurance
- Collaborates with sales and marketing departments

Activities

Activity 1. Prepare a flow chart of various departments of an organization and compare the functions of various departments/ sections in an office.

Materials Required: Pen, colour Pencil, Paper, sheet marker and ruler

Procedure:

1. First visit any organisation with peer group.
2. Meet the administrative person and enquire about the various departments in that office.
3. Note down the information in a register draw the required information in rough.
4. Prepare the flowchart of the received information make the rough drawing in fair.
   a) Human Resource Department
   b) Inventory Department
   c) Sales Department
   d) Accounts Departments
5. Present the flow chart in the class.
6. Discuss it with the teacher and the group.
7. Submit the flow chart to subject teacher.

Activity 2. Identify the various roles and responsibilities in different department.

Materials Required: Pen, colour Pencil, Paper and sheet marker.

Procedure:

1. Visit any organisation with group
2. Meet the HR Manager
3. Request him/her to take your group to the various departments

4. Divide into small group,

5. Each group will go to different department and will learn the various role of the particular department.

   a. Role & Responsibilities of various Departments.

   b. Functions of various Departments.

6. Prepare a small presentation and show this to your class through presentation.

7. Submit the ppt to subject teacher.

Check Your Progress

A. Fill in the Blanks

1. The production, research and development department of a business functions to conduct research on programs, _____ or services a business may offer, create that product and develop it until it's ready for sale.

2. The accounting and finance department of a business functions handle all aspects of an _____ _____

3. Business departments are divisions within a business that specialize in offering certain services that _____ to the overall functionality of the business.

4. The operations department assists the human resources department with-_____

5. _____ and finance departments Supervises inflow and outflows of business funds.

B. Multiple Choice Questions

1. Functions of Accounting department
   a) Creates feasibility reports
   b) Offers financial advice to other departments
   c) Manages equity
   d) Above All

2. Functions of marketing department
   a) Manages company brand
   b) Creates sales plans
   c) Develops marketing campaigns
   d) A and C

3. Types of Business Departments
   a) Sales
   b) Marketing

      c) Retail

      d) A & B

   4. Functions of IT Department

      a) Oversee data and information storage

      b) Taking information about competitor

      c) Tapping the employ's system

      d) B &C

C. State whether the following statements are True or False

1. The functions of management are to gather people.
2. Marketing Department do all the sales in the organization.
3. without IT department it is easy to work in an organization.
4. Human resources Department plays the key role in an organization.

D. Short Answer Questions

1. Briefly explain the importance of various departments in an office
2. How many types of departments are there in an office?
3. What's It Like Working in Sales?
4. What are the functions of Accounting Department?

E. Long Answer Questions

1. What Does the IT Department Do to Help a Business?
2. What Does a Marketing Department Do?
3. Discuss the functions and importance of operations Department
4. Write in detail the roles and responsibilities of Human Resource department in an organisation.

F. Check your Performance

1. Prepare a power point presentation on the importance of various departments in an organisation

Session 4: Skills in an Office Management

Office management is the technique of planning, organizing, coordinating and controlling office activities with a view to achieve business objectives and is concerned with efficient and effective performance of the office work. The success of a business depends upon the efficiency of its office.

Office managers have an extensive range of duties that vary greatly on a daily basis. This means that they're expected to have an array of skills that allow them to meet these duties with confidence and competence. Knowing which skills are useful for office managers allows you to prepare for the role when you choose to begin applying. In this article, we define office manager skills, provide their examples, discuss how to improve them, explore how to use

them in the workplace and mention how to highlight them in an application

OFFICE MANAGEMENT AND PROFESSIONAL SKILLS

Office management is a job that focuses on improving productivity, efficiency, and working conditions within an office. It may involve a wide range of responsibilities, including managing a modern workplace, handling office equipment, building a warm office environment, managing office budget, welcoming visitors and new employees to the workspace, organizing activities in the office and off-site events for office personnel, planning and booking travel for staff, managing internal communications, acquiring office furniture, and more.

Office Manager is a specific job title whose work will vary greatly from company to company, depending on the industry, the size of the company, and the make-up of other departments. Office administration will differ greatly depending on whether you work for a large or small business.

There are a number of alternative titles for the role such as: Workplace Manager, Head of Office Operations, Facility Manager, Administrative Director

Professional Skills of Office Managers

Office manager skills are abilities specifically developed to aid office managers in their roles. They comprise both hard skills, such as computing, and soft skills, such as communication. The skills office managers use differ from many other skills as they're specifically targeted to benefit the office environment and those working under the guidance of the office manager.

Skills allow office managers to run an office efficiently. Office managers don't need every one of these skills to succeed in their role, but a varied skill set helps them to thrive. Below mentioned are the crucial skills with the help of (Fig. 1.8)

Fig. 1.8: Administrative Skill

Much of an office manager's responsibility has a basis in the administration necessary to keep the office functioning. Understanding what administrative tasks need doing is one of the key components of any office manager's role, even if they're expected to delegate these tasks to other employees. The administrative duties of an office vary depending on the sector and size of the company. Here are some general administrative skills for office managers:

- Filing paperwork and records
- Maintaining systems
- Evaluating employee performances
- Processing files and mail
- Managing schedules and budgets

Organizational Skills: Office managers have strong organizational skills. As with any other managerial role, office managers undertake a large amount of responsibility, including over other employees within the office. Office managers have multiple duties to fulfil on any given day, which is why remaining organized is critical. Organizational skills encompass a broad variety of abilities, including the following:

- Task prioritization
- Creative thinking
- Task delegation
- Workflow analysis

- Time management

Communication Skills: Office managers are responsible for a large team. They're also commonly expected to engage in discourse with clients, partners and any individuals of higher authority such as board members and directors. This means that good communication is a critical skill for any office manager. Verbal and non-verbal communication is useful for letter writing and email correspondence.

Problem-solving: As part of their responsibilities, office managers may handle workplace problems that vary from interpersonal disputes between employees to department-wide system shutdowns and more. Knowing how to solve these problems is critical for any office manager seeking a successful tenure in the role. Office managers are also often the designated individual to contact when anyone else in the office has an issue, which is another reason why problem-solving skill are essential.

Confidence: Office managers are typically the individuals in charge of the office. This means they have the persona of a leader and are self-assured in their abilities and any decisions they make. When an office manager has conviction in themselves, they inspire employees to do the same. There are many ways that an office manager expresses confidence. These include:

- being grateful for any compliments

- owing your successes

- boosting up others

- developing your strengths

- encouraging a collaborative environment

Technical Skills: As the point of authority in the office, office managers advise and lead employees on any work-related matter. This means that office managers have a complex understanding of all of the technical components within the office, including the technology employees use. Office managers are also responsible for handling all of the scheduling and payroll in the office, meaning they also have competency in using software relating to these matters. Some of the most common forms of office management tools that office managers use includes:

- payroll platforms

- employee schedules

- invoicing tools

- team channels

- expense trackers

PRINCIPLES OF OFFICE MANAGEMENT

Office management refers to the process of managing the activities, finances, workforce and everything within an organization to enhance its efficiency as well as productivity. It works on some defined principles as listed below:

1. **Objective and Purpose:** In an organization, management must operate with the purpose of effective coordination and avoid work duplicity or unnecessary time consumption. Effective coordination allows organization to achieve its aimed objectives.

2. **Division of Work or Specialization:** In different departments, the entire work must be divided into smaller tasks. It should then be assigned to the person who best fits in that position. This leads to enhanced efficiency.

3. **Efficiency:** Assigning tasks according to a subordinate's efficiency and skill is important for enhanced efficiency.

2. **Unity of Command:** For the smooth functioning of an organization, a subordinate must report to only one superior. Division of loyalty and dual command leads to duplication as well as delay in the work.

3. **Scalar Chain:** Proper flow of communication is possible in an organization only if there is a chain of authority ranging from the top to the bottom level of management.

4. **Personal Ability:** An organization must be able to achieve its objectives in a definite time period. In this process, it should also enhance its employees' skills.

5. **Flexible:** The business environment is dynamic. So, an organization must be flexible enough to adapt itself with the changing environment for its sustained growth and success.

6. **Coordination:** In addition to planning, organizing, controlling and directing, coordination also plays a key role in office management. At times, many big organizations fail to achieve their objectives due to the lack of coordination among its departments and employees.

7. **Delegation of Authority:** It includes assigning the superior's authority as well as the responsibility to the subordinates. It leads to motivation as well as the possibility of quick decision-making by the subordinates.

8. **Principle of Span of Management:** Every supervisor should have a limited number of subordinates assigned under him. This principle is concerned with the productivity of supervisors. If there are limited subordinates, the supervisor can easily assess their performance and

communicate with them.

9. **Responsibility:** A superior can never delegate his responsibility along with authority. He will always be responsible for his subordinate's conducts.

10. **Parity of Responsibility and Authority:** Authority and responsibility always go hand-in-hand. A superior who has the authority to delegate his work is also responsible to get the work done from his subordinates.

11. **Continuity:** A business organization must be able to continue its existence in the long-run if it wants to expand further.

12. **Leadership Facilitation:** This principle states that every department at every level of management is able to achieve its objectives because of the leadership qualities of superiors.

13. **Balance:** Every department is expected to achieve one goal at-a-time. Therefore, there must be a balance while assigning the activities.

14. **Simplicity:** If the structure of an organization is simple in nature, then the activities will automatically be more effective.

15. **Authority:** Every superior must get the best work done by his employees.

16. **Definiteness:** Every position in an organization along with its purpose must be clearly defined to all the levels of management.

17. **Authority Level for Decision-Making:** The authority level is concerned with decision-making for an organization. The decision-making property flows from the lower to the top level. If top-level fails to decide, then the bottom level loses its power of decision-making.

So, these were the principles of office management. Every individual must aware of these principles to make his/her mark in the corporate world.

FUNCTIONS OF OFFICE MANAGEMENT

Planning: Planning is the first step in the process, as well as the first step in office management. It is the creation of a well-defined course for future actions and lays out what people within the office need to do. It creates stages or methods for people to follow to ensure consistency and improve productivity.

Staffing: Staffing is a function of management so in this context, it is about selection, recruitment, compensation and training of staff. It can also include areas such as promotion and retirement of staff and managers to

ensure the right balance of staff is maintained.

Directing: Creating plans is one thing but you need to implement them and that means directing staff in what is required of them. This involves training as well as continued guidance to ensure that processes are understood and followed. It can also cover any systems in place to handle people who don't follow the processes.

Communicating: In order to direct people to follow processes laid out in the plan, communicating with the staff is key. It is about building good human relations and understanding what staff needs, therefore, enabling them to follow the office management plan. Clarity, integrity, and the strategic use of information organization are three key points that should be mastered within this skill. To implement this efficiently, you can opt for workforce management solutions, as there are many companies that provide this service.

Controlling: Controlling isn't about micro-managing but ensuring that the high-level plans are followed while allowing room for people to do things as they find best within it. It can apply to the physical processes that are carried out, the computerized processes, or even areas such as financial processes to ensure consistency. There should also be a firm basis in the principle of flexibility and the needs and nature of the office that are applied to any controlling actions.

Coordinating: Coordinating can be one of the trickier principles of office management – the need to coordinate within the team but also with other areas of the business to ensure everyone is working harmoniously. There are several key principles used to guide actions in this area including that of direct contact – reducing the red tape involved with processes and ensuring they are clear and easy to follow. Continuity is another principle – ensuring everyone is following the plan laid out.

Motivating: Motivating staff is definitely the hardest role of the office manager. There is self-motivation and external motivation and these both need to be used to achieve aims and goals.

For self-motivation, employees should maintain a positive and optimistic attitude to work. External motivation generally means that employees can successfully complete tasks to obtain cash incentives, or that the company sends benefits or gifts to employees to boost their morale.

If your company is purchasing meaningful incentive products for employees, such as pins, high-quality challenge commemorative coins, etc., you can go to gs-jj.com to choose, which is cheap and reliable.

Keeping morale high while maintaining discipline is important and setting

examples of subordinates should also be done – leading by example.

These seven major functions of office manager show that it is about more than simply getting the office to run smoothly. The aim to have a plan, ensure it is applied to consistently and to offer support to staff to help them do this.

ORGANIZATIONAL STRUCTURE, HIERARCHY AND REPORTING RELATIONSHIP DOMAIN IN INDIA

To run more efficiently, a business may implement an organizational structure in its workplace. Depending on the size of the company and the way it operates, some structures might be more beneficial than others. Knowing how your company operates will help you perform in line with what's expected of you and help you become a better employee overall.

An organizational structure details how certain activities are delegated toward achieving an organization's goal. It outlines an employee's role and various responsibilities within a company. The more authority employees have, the higher up they'll be on the organizational structure. In addition, the more organized a structure is, the more efficiently a company operates.

Types of organizational structures: There are four types of organizational structures. Understanding how they work and what their benefits and drawbacks are can help you make a more informed decision as to which to implement in your workplace. The four types are:

1. **Functional Structure**

   In a functional structure, organizations are divided into specialized groups with specific roles and duties. A functional structure is also known as a bureaucratic organizational structure and is commonly found in small to medium-sized businesses. Most people in the workforce have experience working in this type of organizational structure. For example, many companies divide their organization into various departments such as finance, marketing, and human resources. Each of these departments then has a manager who oversees it. This manager is then supervised by an administrator or executive who oversees multiple departments.

   Advantages of this structure may include:

   ● Employees grouped by skill

   ● Greater sense of teamwork

   Disadvantages of this structure may include:

   ● Lack of communication with other departments

   ● Harmful competition

- Management issues

2. Divisional structure

In a divisional structure, various teams work alongside each other toward a single, common goal. Each of these divisions has an executive who manages how that branch operates, controls its budgets and allocates its resources. Large companies employ this type of organizational structure. One example of the divisional structure is a car company that separates its company into SUV, electric or sedan vehicle branches. While each branch has its own function, they all work toward the same goal of making a sale. This is also known as the multi-divisional structure.

Advantages of this structure may include:

- Focus on a single good or service
- More centralized leadership

Disadvantages of this structure may include:

- Poor integration with other divisions
- Competition between divisions
- Lack of communication between divisions
- Potential tax implications

3. Plutarchy

In a plutarchy, there are little to no levels of management. A company using this structure could have only one manager in between its executive and all other employees. It is called a plutarchy because it is a hybrid of a hierarchy and a flat organization. This type of organizational structure is used more by smaller companies since they have fewer employees, though it can be used in companies of all sizes. While some companies grow out of this organizational structure, others continue to use it.

Advantages of this structure may include:

- Cost-efficient
- Fosters good communication
- Higher employee morale
- Faster decision making

Disadvantages of this structure may include:

- Potential employee conflict
- Leadership confusion

4. Matrix structure

In the matrix style of organizational structure, employees are divided into teams that report to two managers—a project or product manager along with a functional manager. In essence, a matrix structure is a combination of various organizational structures. Because these teams have two managers, a matrix structure promotes duality and the sharing of resources. Employees working for companies using the matrix structure have the potential to widen their skill set since they might be assigned to various projects requiring different levels of expertise or skills.

Advantages of this structure may include:

- Fosters open dialogue
- Flexible workplace environment

Disadvantages of this structure may include:

- Leadership confusion
- Conflicting leadership loyalties
- Potentially more costly
- Roles may not be clearly defined
- Potentially heavy employee workload

Though not all businesses use organizational structures, those that do can reap several benefits.

Here are some benefits of implementing an organizational structure in your company:

Faster decision-making: When your company's various teams communicate more effectively, your company's overall communication will be positively impacted as well. This will then lead to quicker decision-making. In other words, the flow of information with an organizational structure can be used to promote faster decision-making.

Multiple business locations: If you're a business owner, having an organizational structure helps to ensure all of your locations are operating similarly and are abiding by the same procedures. Because owners can't be at every location, an organized structure can provide you with some peace of mind. This is particularly the case when your company begins to grow in size.

Improved operating efficiency: Because organizational structures divide companies into various teams or branches, they're helping to ensure that all tasks and responsibilities specific to those divisions are met more easily. When an employee knows what they should be working on, they're able to

operate quickly and more efficiently. In essence, an organized structure creates an efficient and streamlined system that helps improve company operations overall.

Greater employee performance: When an employee is delegated certain tasks and responsibilities, they're able to perform well at their job. An organized structure provides employees with the guidance they need to perform at their best every day. An improvement in employee performance can also lead to greater employee morale and confidence.

Eliminates duplication of work: When employees are divided into teams according to their skills and expertise, the risk of overlapping job duties is eliminated. For example, if a project is assigned to one team, the other teams know it's not their responsibility to take it on because they have their own tasks outlined as well.

Reduced employee conflict: Using organizational structures can potentially eliminate conflict between employees. While several factors can come into play in this regard, once an employee knows their duties, the more focused they'll be on their work. For the most part, this is a great way to avoid any rising conflict between co-workers.

Better communication: While this will vary from company to company and depend on the specific organizational structure in place, an organizational hierarchy has the potential to foster positive communication between different divisions and teams. Once duties are delegated to various teams and individuals, others in the workplace will know who to turn to for certain matters. For example, if you're on a team with one manager, you'll know who to report to should issues arise. Similarly, if someone from marketing has a question about the design of the project, they know to contact the art department.

EMPLOYMENT OPPORTUNITIES IN VARIOUS SETTINGS

Employment opportunities within an organization can vary widely based on the organization's size, industry, and mission. Below, outline some common settings within organizations and the scope of work you might find in each:

1. **Corporate Sector**

   - Management: Roles include executives, managers, and supervisors overseeing various departments, such as finance, marketing, human resources, and operations.

   - Sales and Marketing: Involves sales representatives, marketing specialists, and digital marketing experts.

   - Finance: Jobs like accountants, financial analysts, and investment

bankers are common.

- Human Resources: HR professionals manage recruitment, employee relations, and benefits administration.
- Information Technology: IT specialists, developers, and system administrators maintain and develop technology infrastructure.
- Legal: Lawyers and legal assistants handle the organization's legal matters.

2. Technology Sector

- Software Engineers: Develop software and applications.
- Data Scientists: Analyze data for insights and predictions.
- Cybersecurity Specialists: Protect digital assets and data from threats.
- Product Managers: Oversee the development of tech products.

3. Manufacturing and Industry Sector

- Engineers: Design and maintain manufacturing processes and equipment.
- Production Workers: Assemble products on the factory floor.
- Quality Control Inspectors: Ensure products meet quality standards.
- Supply Chain Managers: Manage the flow of materials and goods.

4. Other than inside the organisation, there are some common setting and scope we will this Healthcare Sector

- Doctors and Nurses: Provide medical care and treatment.
- Administrative Staff: Manage patient records, appointments, and billing.
- Healthcare Management: Healthcare administrators oversee the operation of healthcare facilities.
- Pharmacists: Dispense medications and offer advice on their usage.
- Therapists: Such as physical therapists, occupational therapists, and speech therapists, provide specialized care.

5. Education Sector

- Teachers: Educators at various levels, from elementary school to higher education.
- Administrators: Principals, deans, and academic administrators manage educational institutions.
- Counsellors: Provide guidance and support to students.

- Librarians: Manage and organize library resources.

6. Non-profit and Social Services Sector

- Social Workers: Assist individuals and families with various needs.

- Fundraisers: Raise funds to support the organization's mission.

- Advocates: Work on policy and advocacy to effect change.

- Volunteers: Contribute their time and skills to various causes.

7. Government Sector

- Civil Servants: Government employees in roles like public administration, law enforcement, and public health.

- Policy Analysts: Analyze and develop policies.

- Regulatory Compliance: Ensure organizations comply with government regulations.

Public Relations: manage government communication and public affair schuss:

8. Hospitality and Tourism Sector

- Hotel and Restaurant Staff: Includes front desk personnel, chefs, servers, and housekeeping.

- Travel Agents: Plan and book travel itineraries.

- Event Planners: Organize and manage events and conferences.

9. Creative and Arts Sector

- Artists: Create visual, performing, and literary art.

- Writers and Editors: Produce written content.

- Designers: Create graphic, fashion, and interior designs.

The scope of work in each of these settings can vary greatly. It's important to research specific job roles within an organization to understand the responsibilities, qualifications, and opportunities available. Additionally, each sector may offer different career paths and advancement opportunities.

Activities

Activity 1. Group discussion on the principles of office management roles

Materials required: Pen/pencil, Notebook

Procedure:

1. Form multiple groups of children in the class

2. Give each group different office management roles to discuss.

   a) One group will discuss about the different management role.

   b) Other group will observe the discussion.

   c) Observing group will notedown all the observation in a notebook.

3. Prepare notes and draw a conclusion from each group discussion.

4. Prepare a report on the outcomes of the discussion and share with your classmates and teacher.

5. Take the feedback and make necessary changes.

6. Prepare a final report.

7. Submit the final reports to your teacher.

Activity 2. Prepare an organizational chart depicting organizational structure, hierarchy and reporting relationship.

Material Required: Pen/Pencil, Chart Paper, Cardboard, Notebook, Sketch Pens, Colour Pencils, Ruler, Marker

Procedure:

1. Make a group of students and visit any organisation.

2. Meet the HR Manager of the respective organisation.

   a) Take permission to visit every department.

   b) Visit various department.

   c) Observe the organisational structure, hierarchy, and reporting relationship.

3. Enquire about the organisational structure, hierarchy, and reporting relationship.

4. Visit the particular departments according to the hierarchy and reporting relationship.

5. Make notes and create a chart accordingly.

6. Discuss the chart with your classmates.

7. Share your final findings with the teacher.

Activity 3. Identify the employment opportunities in various settings and the scope of work therein.

Material Required: Pen/Pencil, Chart Paper, Cardboard, Notebook, Sketch Pens, Colour Pencils, Ruler, Marker

Procedure:

1. Make a group of students and visit various organisations.

2. Meet the concerned person of the organisation (administrator, HR, TA Specialist).

3. Enquire about the scope and opportunity of work in various posts.

   a) Meet the staff and discuss about the opportunity of different post.

   b) Make notes of the various opportunities available in the organisations.

4. Finalisation and filter the notes with the help of your classmates.

5. Prepare a presentation and discuss the employment opportunities in various settings and the scope of work.

6. Submit the presentation to the subject teacher.

Check Your Progress

A. Fill in the Blanks

1. Office management involves planning, staffing, directing, communicating, controlling, coordinating and _____ the activities, finances and workforce within an organization for improved efficiency and _____

2. Effective office managers possess strong organizational skills, including _____ task workflow analysis and management.

3. Some key principles of office management include objective and purpose, division of work, efficiency of _____, scalar chainand responsibility.

4. Office managers perform various vital functions, such as staffing, directing, controlling, coordinating and _____.

B. Multiple Choice Questions

1. The first step in the process, as well as the first step in office management is _____.

   a) staffing

   b) planning

   c) coordinating

   d) motivating

2. Benefits of implementing an organizational structure in your company _____

a) greater employee performance

b) low employee conflict

c) a and b both

d) None of the above

3. _____ ensure organizations comply with government regulations.

a) Regulatory Compliance

b) Non-regulatory Compliance

c) Matrix Style

d) b &c Both

4. _____ manage the flow of materials and goods.

a) Supply Chain Managers

b) Marketing Managers

c) Sales Managers

d) Production Staff

C. State whether the following statements are True or False

1. In the Matrix structure style employees are divided in to teams that report to two managers.

2. In plutarchy there is a high level of management.

3. Proper flow of the communication is possible in an organisation only if there is a line of authority ranging from bottom to top level.

4. public speaking is an essential skill required to be a professional.

D. Short Answer Questions

1. What is Matrix Structure?

2. What do you understand by staffing?

3. Write down the professional skills of office manager.

4. What is Plutarchy?

E. Long Answer Questions

1. Write an Introduction of office management.

2. What are organisational skills?

3. What is an organizational structure? Why it is important?

4. Elaborate the functions of Office Management.

F. Check Your Performance

1. Draw a chart which contains organisational structure and its hierarchy.

2. Demonstration on features of different sectors.

3. Spell out the principles of office management.

MODULE 2	RECORDS MANAGEMENT AND DOCUMENTATION

Module Overview

In an organization documents and records are very useful to access any information, communication policies, processes and procedures. Documents and records are either handwritten or computer printed which needs to be maintained carefully as they are the source of information which is used for many purposes. Effective record management and documentation are crucial for organizations to operate efficiently and comply with legal and regulatory requirements. They provide a framework for managing information, ensuring that it is accurate, complete, and accessible when needed. Though documents and records sound similar but there is a hairline difference between both. A document provides information of policies, procedures and record is something which can be used as evidence and is more formal than documents.

Documents need updating and maintenance whereas records are permanent in nature. This is the main difference between document and record. Therefore, it can be said that a document can be a record, but all documents are not records.

Both record management and documentation are essential for maintaining accurate and efficient system that supports an organization's operations. In order to better understand various aspects of office records and documentation this unit is created.

This unit is divided into four sessions. First session focuses on the types of records and documents, its significance, basic concepts of maintaining records and documents and procedure for disposing old records and documents, Session second deal on concept of filing and indexing, essentials of good filing and good indexing system, types of indexing and classification of files, Session third is covering how to track documents and significance of tracking. Also, important aspects on tracking of documents within various departments of organization and outside organization is covered and fourth session describes various types and benefits of office equipment, its maintenance and various materials used for office procedures.

Learning Outcomes
After completing this module, you will be able to: • Identify different types of records, documents in an office. • Maintain the filing and Indexing. • Display Retrieve, Replace and Tracking the documents in an office. • Maintain records of the Office Equipment's and Materials.
Module Structure
Session 1: Types of Records and Documents Session 2: Filling and Indexing Session 3: Tracking of the Documents Session 4: Records of Office Equipment

Session 1: Types of Records and Documents

As it is clear that document is a record of some information which can be used as authority or for reference, documentation refers to ongoing process of creating, disseminating, managing and using that document. It is mainly organising and controlling our organisation documents. A document can be any format like photo, video, text, paper etc.

DOCUMENTATION AND RECORD MANAGEMENT

Record management is managing the record to ensure that an organization complies with any laws about the records. avoid penalties for violating the regulations relating to the proper storage, retention, and disposal of records. Examples of record are confirmation email, Spreadsheets with budgetary decisions, final reports etc.

Characteristics of Documents

• communicate and disseminate information to all persons who need it, including laboratory staff, and users

• clear and concise

• need to be updated or maintained need changes when a policy, process, or procedure changes

• establish formats for recording and reporting information by the use of standardized forms.

Characteristics of Report

• Easy retrieval and accessibility of information

- Information is permanent in nature and does not requires updating

- Serve as legal evidence

- Formal in nature

Types of Records

There are various types of records that organizations and individuals create and maintain for different purposes, some of which include:

1. **Financial Records:** These records are used to track financial transactions and include bank statements, receipts, invoices, income statements, balance sheets, and tax records.

2. **Personnel Records:** These records contain information about employees, such as employee details, resumes, performance evaluations, disciplinary records, and payroll records.

3. **Medical Records:** These records contain information about an individual's health and medical history, including medical reports, test results, and vaccination records.

4. **Legal Records:** These records contain legal information, such as contracts, agreements, deeds, wills, court orders, and legal correspondence.

5. **Educational Records:** These records contain information about a student's academic progress, such as transcripts, diplomas, certificates, and test scores.

6. **Business Records:** These records include documents related to the operation of a business, such as business plans, meeting minutes, marketing plans, and project reports.

7. **Government Records:** These records are maintained by government agencies and include documents such as birth and death certificates, marriage licenses, permits, licenses, and public records.

8. **Personal Records:** These records contain personal information, such as passports, driver's licenses, social security cards, and family records.

Importance of Record Management and Documentation

Efficient records management and documentation is necessary to every nature of organisation. Following is the significance of both:

1. **Tracking Progress:** Records and documentation reveal the progress of business organization at every stage. The performance review and goal achievements are analysed during different periods which can be compared to know the trend of progress. This tracking of performance will help to understand the actual position of a business

2. **Future Reference**: Records constitute the depository of information with reference to the business organization. This information helps the management to take every decision after verification and confirmation. Thus, record keeping is an effective tool for decision making

3. **Minimising Errors**: Keeping up to date accurate records can minimize errors and prevent frauds. Records are an essential part of internal control system. Records management is a part of performing control function of management.

4. **Easy Retrieval:** Efficient record keeping and documentation helps in easy retrieval of information to users when required. It not only provides access to useful information bit also dispose of unwanted data.

5. **Legal Evidence:** Records serve as a written proof of the transactions in case of a legal dispute. Some records such as Tax Returns, Sales documents, etc. have to be maintained for a specific period of time.

6. **Efficiency:** A good system of records management ensures the supply of required information with speed and accuracy. It helps to improve the efficiency of office operations.

7. **Data Security:** Record management and documentation maintain secrecy of data of all employees that is confidential and give access in only trustworthy hands.

Methods of Maintaining Documentation and Record: There are several methods for maintaining documents and reports, including:

Physical Filing: This holds personal and confidential information which involves organizing physical documents and reports in a filing cabinet or folder system. Documents can be labelled and arranged by date, subject matter, or other criteria for easy retrieval.

Electronic Filing: This involves using electronic document management systems (EDMS) to store and organize digital documents and reports. Documents can be labelled and arranged in folders or tagged with keywords for easy retrieval.

Cloud Storage: This involves storing documents and reports in a cloud-based storage system such as Google Drive, Dropbox, or OneDrive. This allows for easy access from any device with an internet connection.

Backup and Archiving: This involve creating backups of important documents and reports to ensure they are not lost due to system failure or other issues. Archiving involves keeping older documents and reports for reference or historical purposes.

Regular Review and Maintenance: It's important to regularly review and update documents and reports to ensure they are accurate and up-to-date.

This can involve purging outdated documents, updating contact information, and revising reports as necessary.

Ultimately, the method of maintaining documents and reports will depend on the needs of the organization and the type of documents being stored. A combination of physical and electronic methods, along with regular review and maintenance, can help ensure that important documents and reports are properly organized and easily accessible

Procedures for Disposing Old Records and Documents

Here are the general procedures for disposing of old records and documents (Fig. 2.1).

Fig. 2.1: Disposing of Old Records and Documents

Review the Documents: Before disposing of any records or documents, review them to determine if they contain any confidential or sensitive information. It's important to properly dispose of any documents that contain personal, financial, or medical information, as well as any documents that could be used for identity theft.

Determine the Appropriate Disposal Method: Once you've identified the documents that need to be disposed of, determine the appropriate disposal method. This can include shredding, burning, or using a document destruction service. Electronic documents should be securely deleted or erased.

Destroy the Documents: Before shredding or destroying the documents we

should prepare record disposal checklist which contains the list of documents for disposal (Fig. 2.2). Shred or destroy the documents using a shredder or other secure method. If using a document destruction service, ensure that they have a secure chain of custody and provide a certificate of destruction.

Dispose of the Documents: Once the documents have been shredded or destroyed, dispose of them properly. This can include recycling or composting, depending on the type of material.

Record the Disposal Document: It's important to keep a record of the documents that were disposed of, including the date and method of disposal. This can help demonstrate compliance with regulations and provide a record in case of an audit or legal action.

Fig. 2.2: Records Disposal Checklist

Overall, it's important to handle the disposal of old records and documents carefully to ensure that confidential information is properly protected.

```
┌─────────────────────────┐
│   Review the documents   │
└─────────────────────────┘
            ↓
┌─────────────────────────┐
│ Determine the appropriate│
│     disposal method      │
└─────────────────────────┘
            ↓
┌─────────────────────────┐
│    Shred or destroy the  │
│        documents         │
└─────────────────────────┘
            ↓
┌─────────────────────────┐
│     Dispose of the       │
│        documents         │
└─────────────────────────┘
            ↓
┌─────────────────────────┐
│  Document the disposal   │
└─────────────────────────┘
```
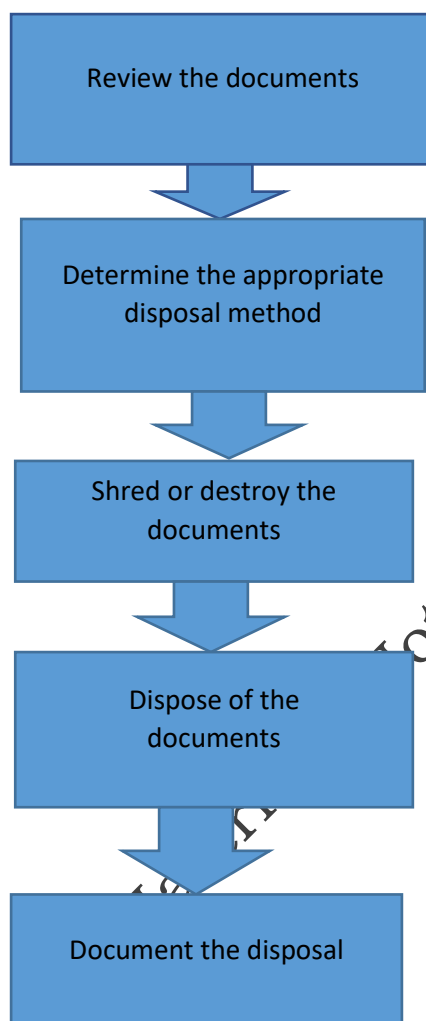
Following these procedures can help ensure that sensitive information is securely disposed of and properly documented (Fig 2.3).

Fig. 2.3: Procedure for Disposing Old Records and Documents

Activities

Activity 1: Prepare a chart showing methods of record and documents maintenance in any organisation

Material required: Note book, Pen/Pencil, Checklist

Procedure:

1. Reach any organization along with peers
2. Meet the office executives and greet them

3. Take a round of the office and enquire from the assistant about the following

   a) Types of records and documents

   b) Methods of maintaining documents and records

   c) Disposal procedure of records and documents

4. Note down all the queries in note book said by your classmates.

5. Prepare a report of the same and discuss with classmates and show to your teachers

6. Incorporate the changes made in the report and present the report in the class.

7. Submit the report to your teacher.

Activity 2: What procedures should be followed when disposing of old or obsolete documents and records, to ensure that sensitive information is not compromised?

Material required: Note book, Pen/Pencil, Checklist

Procedure:

1. Reach any organization with peers

2. Meet the office executive and take a round of the office

3. Observe the method of disposal of old documents and records

   a) Enquire with office staff the check whether they are maintaining records of sensitive information

   b) Note down the information.

   c) Prepare report and flowchart of the disposal process.

   d) Discuss the report with teachers and classmates.

4. Prepare a report of the same and present in the class with classmates and show it to your teachers.

5. Note down all the queries in the notebook said by your classmates.

6. Incorporate the changes made in the report and submit it to your teacher.

Activity 3: Track the movement of office files

Material required: Note book, Pen/Pencil, Checklist

Procedure:

1. Reach any organisation with group

2. Meet the office executive or admin department of the office

3. Take an appropriate permission by applying for tracking the file for education purpose.

4. Ask the student to observe the method of tracking the files;

   a) Enquire with office staff the check how they are tracking the files

   b) Note the procedure in a notebook.

   c) Prepare a report of the process in a flowchart.

   d) Discuss the report with teachers and classmates.

5. Take the feedback of teachers and classmates on the report.

6. Submit the final report to the subject teacher.

Check Your Progress

A.   Fill in the Blanks

1. The process of creating, organizing, storing, and maintaining records is known as _____.

2. _____ documents contain information about an individual's health and medical history

3. _____ involves storing documents and reports in a cloud-based storage system such as Google Drive, Dropbox, or OneDrive

4. Confidential records should be stored in a _____ location with restricted access.

5. Regular _____ of records can help to identify and correct errors.

B. Multiple Choice Questions

1. Which of the following is an example of an administrative document?

   a) Medical record

   b) Financial statement

   c) Employee handbook

   d) Legal contract

2. Which of the following is a type of financial record?

   a) Inventory list

   b) Sales report

c) Performance review

d) Training manual

3. What is an example of a physical document storage method?

   a) Cloud storage

   b) Electronic file folders

   c) Filing cabinet

   d) Email inbox

4. Which of the following is a benefit of maintaining accurate records and documents?

   a) Increased confusion and errors

   b) Decreased productivity

   c) Improved decision-making

   d) Increased security risks

5. Why is it important to maintain records and documents in a timely manner?

   a) To ensure they are accurate

   b) To take up more storage space

   c) To comply with legal requirements

   d) To increase confusion

6. What is a benefit of maintaining records and documents in an organized manner?

   a) Increased confusion

   b) Decreased productivity

   c) Improved ability to locate information

   d) Increased security risks

7. Why is it important to have a record retention and disposal policy?

   a) To avoid running out of storage space

   b) To ensure that all records are destroyed immediately

   c) To comply with legal requirements

   d) To increase confusion

8. The type of storage of documents in google drive or one drive is known as

   a) Physical filing

   b) Electronic filing

   c) Cloud storage

   d) Backup and archiving

9. What is a common method for disposing of physical documents?

   a) Burning them in a fire pit

   b) Throwing them in the trash

   c) Recycling them

   d) Giving them away to colleagues

10. How should electronic documents be disposed of?

   a) Deleting them from the hard drive

   b) Printing them out and shredding them

   c) Sending them to colleagues

   d) Storing them on a cloud server indefinitely

C. State whether the following statements are True or False

1. Permanent records are documents that are essential to the operation of an organization and must be kept for a long period of time, sometimes permanently.

2. Transitory records are documents that are essential to the operation of an organization and cannot be disposed of.

3. Confidential records are documents that do not contain sensitive or confidential information and can be stored like any other document.

4. Financial records are documents that relate to an organization's financial transactions and must be kept for a certain period of time to comply with legal and regulatory requirements.

5. Personnel records are documents that relate to an organization's physical resources, such as buildings and equipment.

D. Short Answers Questions

1. What is the difference between report and documents?

2. Discuss the characteristics of the report.

3. Define document. What are the features of a document?

4. Explain the elements of Personal records.

E. Long Answers Questions

1. What are the various types of records and documents? Discuss in detail

2. What are the various methods of maintaining documentation and record?

3. With help of flowchart explain the steps involved in disposing of old records and documents.

4. Explain the significance of records and documents.

F. Check Your Performance

1. Draw a flowchart explaining methods of storing records and documents

2. Demonstrate the process to dispose items of any organisation.

Session 2: Filling and Indexing

Filing and indexing are two important processes for organizing and managing information, particularly in a physical or digital filing system. Without any systematic filing and indexing important information is lost or difficult to locate. Users may struggle to locate the specific information they need within a larger collection of files. Therefore, both are important for systematic working in any organisation.

Concept of filing: According to Zane K. Quibble, ―Filing is one of the activities in the records management programme which involves systematically classifying, coding, arranging and placing of records in storage‖. G.R Terry has defined filing as ―the placing of documents and papers in acceptable containers according to some predetermined arrangement so that any of these may be located quickly and conveniently, when required‖. Filing can be described as the core of record management. It is mainly act of organising and storing documents or information for future reference

Filing refers to the act of placing documents or other materials in a designated location for storage or retrieval. This can be done alphabetically, numerically, chronologically, or according to some other system that makes sense for the type of information being stored is called a file cabinet (Fig. 2.4).

Fig. 2.4: Filing Cabinet

Source: https://www.freepik.com/free-vector.htm

Essentials of Good Filing System

1. **Compactness**: In order to save space, compact filing system should be adopted by every office. Minimum number of files can be stored in maximum space. This will help to avoid use of unnecessary space.

2. **Simplicity**: The filing system should be simple and not too complex. It should be easy to understand and simple to operate so that no extra cost is required for any training of assistant to understand filing system.

3. **Accessibility**: A good filing system should be arranged in such a way that the records are easily available whenever required to any person. any additional paper can be easily inserted by the staff without disturbing existing file documents.

4. **Economy**: The filing system should be in such manner so that it saves money, time and space. It should be economical thereby saving cost of installation and operating files. The unwanted files may be disposed of in order to save space.

5. **Flexibility**: The filing system should be flexible and elastic and can be expanded and contracted with demand of business transactions.

6. **Classification**: The filing system should have proper classification so that number of files to be maintained can be reduced and documents can be easily located in file.

7. **Secure storage**: The filing system should be designed to protect sensitive or confidential documents, with appropriate security measures such as locking cabinets or password-protected folders.

8. **Regular maintenance**: The filing system should be regularly reviewed

and updated to ensure that it remains current and effective.

9. Indexing: A well designed index is also used to supplement the filing system. It will help to easily locate the file thereby reducing wastage of time.

Classification of Files

The classification system used for filing documents in an office depends on various factors, including the nature of the documents, the purpose of the filing system, and the needs of the organization. Here are some common classification systems used for filing documents:

1. Alphabetical Classification

2. Numerical Classification

3. Geographical Classification

4. Subject Classification and

5. Chronological Classification.

1. Alphabetical System: In this system, documents are filed in alphabetical order based on the first letter of the name of the document. (Fig 2.5). This system is commonly used for filing documents such as correspondence, contracts, orders, staff records and customer records.

Fig. 2.5: Alphabetical System

2. Numerical System: This system uses numbers to classify documents (Fig. 2.6) each document is assigned a unique number, order i.e. each customer or subject is allotted a number which is used to file and retrieve the document. This system is commonly used for filing invoices, purchase orders, and other financial documents.

Fig. 2.6: Numerical System

3. **Chronological System:** In this system, documents are filed in chronological order based on the date they were created or received. This system is commonly used for filing documents such as invoices, purchase orders, and other time-sensitive documents (Fig. 2.7)

Fig. 2.7: Chronological System

4. **Subject-based System:** This system classifies documents based on their subject matter (Fig. 2.8). Documents are grouped together based on the related   topics, making it easy to retrieve documents related to a particular subject. This system is commonly used for filing documents such as reports, memos, and project files.

Fig. 2.8: Subject Based System

Source: https://www.freepik.com/free-vector/.htm#

5. **Geographic System:** This system is used to classify documents based on their physical location (Fig. 2.9). Documents are filed based on the location they relate to, such as different branches of a company or different regions of a country.
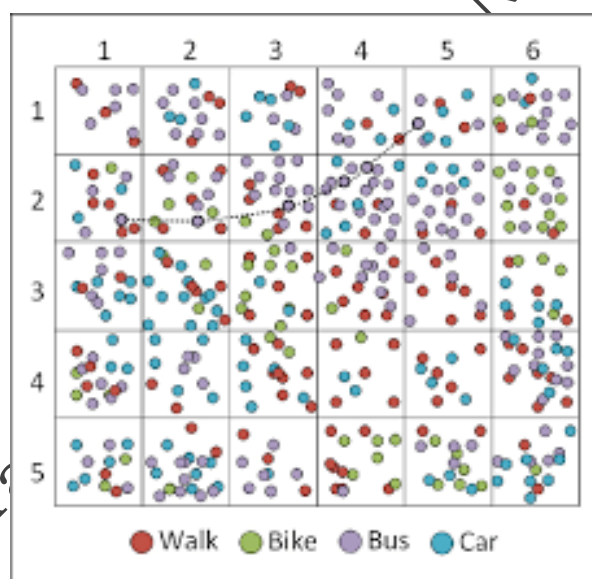
Fig. 2.9: Geographical System

The classification system used should be chosen based on the needs of the organization and the type of documents being filed.

Concept of Indexing: What is an Index? Index is a ready-made guide, which is used to locate the required file. Therefore, an index indicates or points out the exact place of keeping a document or file. Indexing is the process of determining the name, subject, or some other caption under which the documents are to be filed.

Indexing involves creating an index or catalogue of the materials that have been filed. This index includes information about the contents of each file,

such as the title, author, date, and any relevant keywords or subject headings. Indexing help users to locate specific files quickly and efficiently by searching through the marked index

Indexing make it easier to search, locate, and retrieve specific items or data. In the context of documents or records management, indexing involves assigning specific keywords or identifiers to each document or record to facilitate quick and accurate retrieval of information when needed.

Indexing is an essential part of an effective filing system, as it helps to organize and manage large volumes of information (Fig. 2.10). By assigning unique identifiers or keywords to each document, indexing makes it easier to locate specific documents or information when needed thus saving lot of time and efforts. Indexing can be done manually or automatically using computer software, and it can be customized to suit the needs of the organization.

Fig. 2.10: Indexing

TYPES OF INDEXING

There are several types of indexing used in document and records management. Here are some of the most common types:

1. Page Index
   a. Bound book index
   b. Loose leaf index
   c. Vowel index
2. Vertical Card Index
3. Visible Card Index
4. Strip Index
5. Wheel or Rotary Index

1. **Page Index**: This index is similar to the subject index given at the end of the book where subject matter is alphabetically arranged and page number is given in front of every heading.   It consists of a few pages for each alphabet, each with a tab which display   the letter. Each page begins with that letter and helps to understand the reference, this type of index is commonly used for minutes, customer and supplier ledgers etc. Page Index can be of three types:

   a. Bound/book Index: This type of index is in form of book. It is also known as bound index. It is a type of index that is integrated into the binding of a book. Bound book indexes are useful for readers who want to quickly find specific information within the book without having to flip through all the pages.

   b. Loose leaf index:A loose-leaf index is a type of index that is not bound into a book but printed on a separate piece of paper or cardstock (Fig. 2.11). It may be included with the book or sold separately. Loose leaf indexes are useful for readers who want to be able to move the index around or add additional pages as needed. They can be stored in a binder or folder along with the book.

Fig. 2.11: Loose Leaf Index
Source: https://www.freepik.com/free-vector/

   c. Vowel Index:A vowel index is an index in which words are

alphabetically arranged according to the vowel sounds that appear in the first syllable of each word (Fig. 2.12). This type of index is commonly used in languages like Hindi and Sanskrit, where vowel sounds play a significant role in the formation of words.
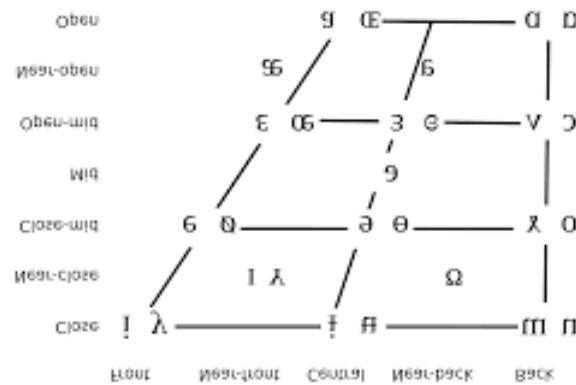
Fig. 2.12: Vowel Index

2. **Vertical Card Index:** A vertical card index is a type of index where cards are arranged in a vertical file, typically in alphabetical order (Fig. 2.13). Each card contains information about a particular item or topic, and the cards can be easily added, removed, or rearranged as needed.

Fig. 2.13: Vertical Card Index

3. **Visible Card Index:** A visible card index is similar to a vertical card index, except that the cards are placed in trays or drawers that are visible and accessible to users (Fig. 2.14). This type of index is often used in libraries and archives, where users need to be able to quickly and easily locate specific cards

Fig. 2.14: Visible Card Index
Source: https://www.freepik.com/free-vector/.htm#

4. **Strip Index:** A strip index is a type of index where strips of paper or other materials are used to index information (Fig. 2.15). The strips are typically arranged in a vertical file or tray, and each strip contains information about a particular item or topic.

Fig. 2.15: Strip Index

5. **Wheel or Rotary Index:** A wheel or rotary index is a type of index where information is arranged in a circular or rotary fashion (Fig. 2.16). This type of index is often used in engineering and technical fields, where it is important to quickly locate specific information about a particular machine or device.

Fig. 2.16: Wheel or Rotary Index
Source: https://www.freepik.com/free-vector/.htm#fromView=

Essentials of a Good Indexing System:

Consistency: An indexing system must be consistent, with the same indexing terms being used across all documents. This ensures that documents can be easily retrieved when searched using specific keywords or terms.

Relevance: An indexing system must use indexing terms that are relevant to the documents being indexed. The terms should reflect the content and purpose of the documents and be easily understood by those who will be using the indexing system.

Specific: An indexing system must be specific enough to accurately identify and retrieve documents. This means that the indexing terms should be used in detail to differentiate between similar documents.

Flexibility: An indexing system must be flexible enough to insert changes in the type or volume of documents being indexed. This means that the indexing system should be adaptable to accommodate future growth.

Accuracy: An indexing system must be accurate, with indexing terms being correctly assigned and entered into the indexing system. This ensures that documents can be quickly and accurately retrieved when searched using specific keywords or terms.

User-friendly: An indexing system must be easy to use, with clear instructions and labels that help users to understand the indexing system. This ensures that users can easily find the documents they need and reduces the risk of errors in the indexing process.

By incorporating these essentials into an indexing system, organizations can create an effective and efficient system for managing documents and information.

Activities

Activity 1: Prepare a chart showing methods filing and indexing in an organisation

Material required: Notebook, Pen/Pencil, Checklist

Procedure:

1. Reach any organization along with peers.
2. Meet the office executives and greet them.
3. Take a round of the office and enquire from the assistant about the following.

   a) Classification of files

   b) Methods of maintaining files

   c) Classification of indexing

4. Prepare a chart on the same and present in the class.
5. Handle the queries from the classmates and ask for suggestions from the teacher.
6. Incorporate changes need on the chart and submit to the class teacher.

Activity 2: Make a file to maintain the list of contact details of staffs, service providers, suppliers etc.

Material required: Notebook, Pen/Pencil, Checklist

Procedure:

1. Visit any organization.
2. Meet the executive and take permission to see the file, of contact list if possible.

   a) During field visit to any organisation maintain list of contact details of staff, service providers and suppliers.

   b) After preparation summarise all the details and discuss with your teacher. Arrange the list according to the hierarchy.

   c) Summarise the details.

3. Make a file with the details collected from the organisation.
4. Discuss the findings with your classmates.
5. Ask for suggestions from the class teacher.
6. Submit the final report to the class teacher.

Check Your Progress

A. Fill in the Blanks

1. A good filing system should be designed to _____ documents in a logical and consistent manner.
2. A common method of filing is the _____ system, which organizes files by the first letter of the name.
3. _____ is the process of creating an index for a set of documents to enable quick and easy retrieval.
4. In a subject index, documents are classified according to their _____ or topic.
5. Numeric indexing assigns a unique _____ or code to each document for easy identification and retrieval.

B. Multiple Choice Questions

1. Which of the following is not a benefit of an effective filing system?
   a) Improved productivity
   b) Reduced storage costs
   c) Increased security
   d) Increased clutter and disorganization
2. What is the purpose of indexing in a filing system?
   a) To identify unique identifiers for each document
   b) To organize documents by subject or topic
   c) To facilitate quick and accurate retrieval of information
   d) To reduce storage costs
3. What is the advantage of using electronic indexing over manual indexing?
   a) Lower cost
   b) Improved accuracy
   c) Greater flexibility
   d) All of the above
4. What is the primary goal of a good filing and indexing system?
   a) To reduce clutter and disorganization
   b) To save time and effort in locating information
   c) To increase storage capacity
   d) To decrease the number of documents
5. Which type of indexing assigns a unique number or code to each document for easy identification and retrieval?
   a) Keyword indexing
   b) Alphabetic indexing
   c) Numeric indexing

d) Geographical indexing

C. State whether the following statements are True or False

1. Filing is the process of arranging and storing documents in a systematic manner for easy retrieval.
2. A good filing system helps to reduce clutter and disorganization in an office.
3. Numeric indexing is a type of indexing that organizes documents by subject or topic, using descriptive terms or keywords.
4. A well-designed indexing system can facilitate quick and accurate retrieval of information.
5. Chronological filing is a type of filing system where documents are arranged in order of their creation or receipt.

D. Short Answer Questions

1. What is the purpose of a filing system?
2. What are the different types of filing systems?
3. What is indexing and discuss the essentials of good indexing system why is it important?
4. What are the advantages of electronic indexing over manual indexing?

E. Long Answer Questions

1. Discus the concept of filing. What ate the essentials of good filing system
2. What are the common classification methods used for filing documents?
3. What are the key elements of an effective indexing system?
4. What are the various methods of Indexing?

F. Check Your Performance

1. You have been asked to retrieve a specific document from a large collection of files. How would you go about finding the document quickly and efficiently?
2. Your organization frequently updates its policies and procedures. How can you ensure that the filing system is updated accordingly and that all relevant documents are properly indexed?

Session 3: Tracking of the Documents

Tracking of documents or files in an office process involves checking the movement of files or documents through different stages of a process the main objective of tracking is to ensure that documents or files are processed efficiently, accurately, and timely. Tracking of documents can be done within the organisation among various departments and also outside the organisation This will help to maintain consistency in checking records and documents which also helps in decision making.

Concept of Document Tracking

- Document tracking refers to the process of monitoring the status, location, and activity of a document or file as it moves through different phases.
- It monitors the document from beginning to end
- It helps in reviewing the file and final approval by right people and at right time.
- Tracking reduces delay of work if any.
- Document tracking is used in business environments where multiple stakeholders are involved in the creation and approval of important documents, such as contracts, proposals, or reports
- Document tracking can be done through various tools and software applications, such as project management software, or document management systems.
- Document tracking tools allow users to set up notifications and reminders and track the progress of documents in real time (Fig, 2.17).

Fig. 2.17: Tracking Documents

Accountability: When documents are tracked, it becomes easy to know people accountable for their work. For example, if a document is misplaced or lost, it can be traced back to the person responsible.

Manage Versions: Tracking documents makes it easier to keep track of

different versions of a document. This is particularly important when multiple people are working on a project it will ensures that everyone is working on the same version of the document.

Compliance: Certain industries and organizations are required by law to track their documents. This is especially true for sensitive documents, such as medical records and financial information.

Efficiency: Document tracking can help streamline processes and workflows. For example, if a document is being passed between multiple people, tracking its progress can ensure that it is completed on time and without unnecessary delays.

Security: Tracking documents can help prevent unauthorized access or modification. By knowing who has accessed or modified a document, it becomes easier to identify any potential security breaches.

Control Sharing of Policy and Procedure Documents: Document tracking helps the business to share the documents to whom the person is authorised so that secrecy can be maintained.

Tracking Progress. Document tracking helps to track progress of the documents made in office.

Organised Documents: Tracking documents can help organizations stay organized, efficient, and compliant while also promoting accountability and security.

Increase Transparency: Document tracking can help streamline workflows, improve collaboration, and increase transparency in document management processes. Some best practices for document tracking in an office include:

BEST PRACTICES OF DOCUMENT TRACKING

- Establish clear policies and procedures for document tracking and management.
- Use a centralized document management system to store and track documents.
- Assign document ownership and access permissions to specific individuals or groups.
- Require approvals and signatures for sensitive or confidential documents.
- Regularly review and audit document activity to ensure compliance and transparency
- Provide training and education for employees on document tracking and management best practices.

How to track documents in office?

Tracking documents is very important in office. Here are few steps to track

documents

1. Establish a document management system: Create a system for organizing and managing your documents. This could include a digital document management system or a physical filing system.

2. Assign unique identifiers: Assign unique identifiers such as reference numbers or barcodes to each document or file. This will help you easily identify and track documents throughout the process.

3. Establish a workflow: Establish a workflow that defines the different stages of the process and the actions that need to be taken at each stage. This could include receiving, reviewing, approving, and archiving.

4. Record each stage: Record each stage of the process and the date and time that the document or file was processed at each stage. This will help you track the progress of each document or file and identify any bottlenecks in the process.

Process of tracking documents movements between various department in office

To track the movement of documents between various departments, you can follow these steps:

1. **Create a document tracking system:** Establish a document tracking system that includes a unique identifier for each document, such as a tracking number or barcode. This will make it easier to identify and track documents as they move through different departments.

2. **Assign responsibilities**: Assign specific individuals or departments to be responsible for tracking the documents. This could be a centralized document control department or individual departmental administrators.

3. **Establish procedures**: Develop clear procedures for how documents should be handled and moved between departments. This should include instructions for creating and updating the document tracking system, as well as guidelines for how documents should be labelled, packaged, and transported.

4. **Use technology:** Consider using technology to help in document tracking. This could include barcoding or other tracking technologies that can automatically update the document tracking system as documents move between departments.

5. **Monitor progress:** Regularly monitor the progress of documents as they move between de4.partments. Use the document tracking system to check the status of each document and iden4.tify any potential

bottlenecks or delays.

6. **Communicate**: Ensure that all stakeholders are kept informed about the status of the documents. This includes both the individuals responsible for tracking the documents as well as the individuals who are waiting for the documents to be processed.

7. **Establish checkpoints**: Create checkpoints where documents are inspected and verified before they are passed on to the next department. This will help ensure that documents are complete and accurate before they move on to the next stage.

By following these steps, shown in (fig.2.18) you can establish a robust document tracking system that will help you to monitor the movement of documents between different departments and ensure that they are processed efficiently and accurately.

Tracking the movement of documents outside of an organization typically involves implementing a set of procedures and tools that allow you to monitor the document's progress as it moves through various stages of the process. Here are some steps you can take to track the movement of documents outside of your organization:
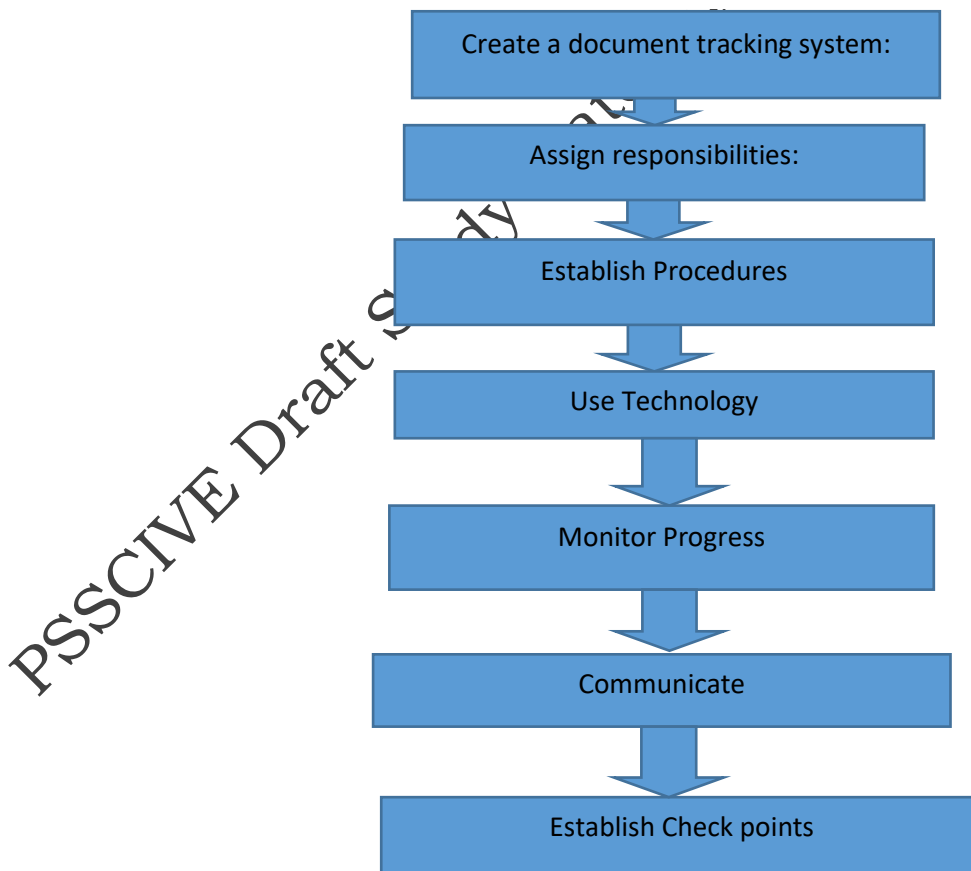
Fig. 2.18: Document Tracking System

1. **Develop a tracking system:** Implement a system that allows you to track and monitor the movement of documents. This can be as simple

as a spreadsheet or as complex as a dedicated software system.

2. **Assign tracking numbers:** Assign tracking numbers to each document, so you can easily identify and locate it at any time.

3. **Establish checkpoints**: Establish checkpoints along the way to monitor the document's progress. For example, you might require a signature from the recipient at each stage of the process.

4. **Use secure channels:** Ensure that the document is transferred through secure channels to prevent any unauthorized access or tampering.

5. **Monitor and follow up**: Regularly monitor the progress of the document and follow up with the recipient to ensure that it has been received and processed according to your instructions.

6. **Retain records:** Retain records of the document's movement, including dates, times, and individuals involved, for future reference.

By following these steps, as shown in (fig.2.19) you can ensure that the movement of your documents outside of your organization is tracked and monitored effectively.
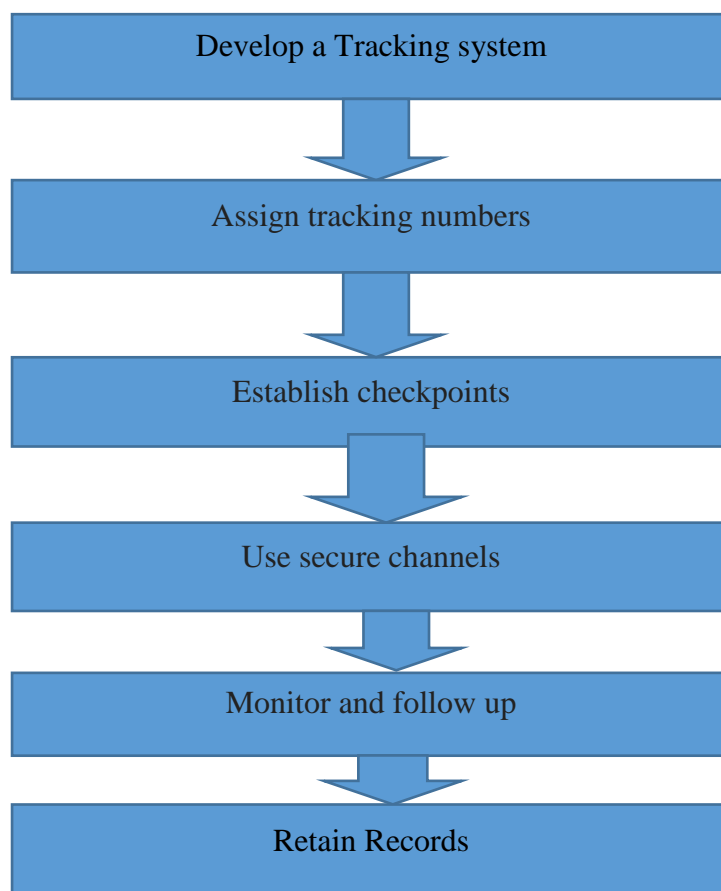
Fig. 2.19: Movement of Document

Also, regular monitoring of files and documents, regular audits, reviews, security measures and use of automated software for tracking is required to

ensure that documents are managed effectively and efficiently.

Activities

Activity 1: Prepare a chart showing movements of documents and its tracking within the organisation

Material required: Note book, Pen/Pencil, Checklist

Procedure:

1. Reach any organization along with peers.

2. Meet the office executives and greet them properly.

3. Take a round of the office and enquire from the assistant about the following aspects:

   a) Documents tracking within the departments

   b) Methods of maintaining tracking records

   c) Various software used to track documents

   d) Best practices adopted for tracking

4. Note down all the aspects in the notebook.

5. Prepare a report of the same and present it in the class.

6. Handle queries from other group members.

7. Incorporate changes in the report and submit it to the teacher.

Activity 2: Prepare a chart showing movements of documents and its tracking outside the organisation

Material required: Note book, Pen/Pencil, Checklist

Procedure:

1. Reach any organization along with peers.

2. Meet the office executives and greet them.

3. Take a tour of the office and enquire from the assistant about the steps followed in tracking documents outside the organization.

   a) Ask and Observe how a document is tracked.

   b) How they establish the procedure.

c) What technology is used to track the system.

d) How they establish the checkpoint while tracking and movement of the documents.

4. Note down all the steps followed in tracking the documents.

5. Prepare a chart of the process of tracking documents.

6. Discuss the chart with your class and teacher.

7. Submit the final report to the subject teacher.

Check Your Progress

A. Fill in the Blanks

1. Document tracking is the process of monitoring the movement of _____ within an organization.

2. Document tracking can be done manually or through the use of _____ systems.

3. Automated document tracking systems can help to reduce _____ and improve efficiency.

4. Document tracking can help to improve _____ and accountability within an organization.

5. Electronic documents can be tracked through the use of _____ software that logs access and changes.

B. Multiple Choice Questions

1. What is the purpose of document tracking?

   a) To keep track of physical documents

   b) To keep track of electronic documents

   c) To ensure documents are delivered to the right recipient

   d) All of the above

2. Which of the following is a benefit of electronic document tracking over physical document tracking?

   a) Reduced risk of loss or damage

   b) Easier to track multiple documents simultaneously

   c) Faster delivery time

   d) All of the above

3. What is the role of a document management system (DMS) in document tracking?

   a) To create and edit documents

   b) To store and organize documents

   c) To track the location and status of documents

   d) None of the above

4. What is document tracking?

   a) A process to identify fake documents

   b) A process to monitor document activity

   c) A process to create new documents

   d) A process to store documents

5. Which of the following is not a benefit of document tracking?

   a) Improved compliance

   b) Reduced risk of document loss

   c) Increased document accessibility

   d) Decreased need for document backup

6. What is the first step in the document tracking process?

   a) Creating a new document

   b) Assigning a unique identifier

   c) Uploading the document to a server

   d) Sharing the document with stakeholders

7. What is the purpose of tracking document activity?

   a) To identify who has accessed the document

   b) To ensure the document is being used appropriately

   c) To detect unauthorized changes to the document

   d) All of the above

C. State whether the following statements are True or False

1. Document tracking allows you to see who has viewed a particular document.

2. Document tracking only works for digital documents, not physical ones.

3. Document tracking can help you determine which parts of a document

are most popular or frequently viewed.

4. Document tracking is only useful for businesses and organizations, not for individuals.

5. Document tracking is always accurate and reliable.

D. Short answer Questions

1. What is document tracking in an office?

2. Discuss any two importance of document tracking.

3. What are the best practices of document tracking?

4. What are the steps to track documents in office?

E. Long Answer Questions

1. What are the various steps to track documents within various departments in an organization?

2. What procedure should one follow to track documents outside the organization?

F. Check your Performance

1. Prepare a flowchart of documents tracking system within the various departments in an organization.

2. Demonstrate the process of tracking documents outside the organization.

Session 4: Records of Office Equipment

Office equipment consists of basic items that is required to run any office smoothly. This mainly includes, stationery, tools, machinery and furniture. There are many different types of office equipment that can be used to improve productivity and efficiency in the workplace. With effective usage of these equipment speedy working can be done with accuracy. Here are some examples of common office equipment, along with their importance and usage.

There are some other benefits of using office equipment also as

1. It increases the output

2. It increases the clarity of correspondence done in office

3. Enhancement of speed and performance of work done

4. Easy to handle and maintain business documents

5. Reduces burden of the workers

6. Easy to store business documents

7. Easy access and retrieval of documents when required

8. Improves Quality of work life

9. Reduce tiredness of employees

10. Increase efficiency of work

Types of Office Equipment

There is a large variety of machines in office ranging from conventional typewriter to sophisticated computer. Due to advancement in technology some of the commonly used machines in office are as follows

1. Photocopy Machine

2. Fax machine (Facsimile)

3. Printer

4. Scanner

5. Computers and laptops

6. Telephone

7. Binding Machine

8. Calculator

9. Audio Video system

10. Projector

11. UPS

Benefits of Each Equipment

1. **Photocopy Machine:** It is used to make copy of the document. They can be used to create multiple copies of reports, flyers, and other documents. (Fig. 2.20)

   a) It can quickly produce multiple copies of a document in a short period, thus saves time

   b) It is cost effective as it produces high quality copies at low cost

   c) It can copy different size colour and types of documents

   d) It is convenient as it is usually available in public places

   e) Improves productivity

Fig. 2.20: Photocopy Machine
https://www.freepik.com/free-photo/-photocopy-

2. **Fax Machine (Facsimile):** Fax machines were often used to send and receive signed documents, such as contracts or legal documents, quickly and securely. (Fig. 2.21).

   a) It is used to transmit medical reports and sensitive information

   b) It is used for sending and receiving invoices: purchase orders, and other financial documents.

   c) It is a source of communication between government agencies

   d) It is used to transmit documents securely and quickly.

Fig. 2.21: Fax machine
https://unsplash.com/s/fax-machine

3. **Printer:** It is convenient as it allows us to easily print out important documents or images from our computer or other devices. (Fig. 2.22).

   a) It is accessible as we can print out physical copies of documents and images, making them accessible to people who may not have access to digital files.

   b) The printing is done quickly and efficiently

   c) Printed documents have a more professional appearance than handwritten documents

   d) It can print variety of paper types and sizes, making them suitable

for a wide range of printing needs.

e) It is Cost-effective.

f) Printed documents can be archived and stored for long periods of time, making them a reliable source of information.

Fig. 2.22: Printer

4. **Scanners:** Scanners enable to digitize documents, images, and other physical materials, making them easier to store, share, and access from anywhere.

a) It can help to reduce clutter and save physical storage space.

b) It helps to preserve physical documents and images by creating digital backups, which can protect them from damage, loss, or deterioration over time.

c) Scanned documents can be easily shared with others via email, or digital platforms

d) Scanned documents are more efficient as it saves time and improve efficiency

e) Particularly useful for businesses or organizations that handle large volumes of paperwork.

5. **Computers and laptops:** Computers and laptops are essential office equipment for most businesses today (Fig. 2.23).

a) Used for a variety of tasks, including word processing, spreadsheets, email communication, internet research, data analysis,

b) It Increases productivity:

c) They allow users to connect to internet thereby increasing

connectivity and accessibility.

d) Computers and laptops allow users to store large amounts of data, including documents, photos, and videos. They also offer backup options to protect data from loss or damage.

Fig. 2.23: Computer

6. **Telephone:** The telephone allows people to communicate quickly and easily (Fig. 2.24).

a) Telephone communication is relatively cost effective

b) It allows real-time communication, which means that people can get immediate responses to their inquiries or concerns.

c) It Increases efficiency and allows people to communicate more efficiently

d) It Improves Customer Service.

e) It is user-friendly communication tool

Fig. 2.24: Telephone

https://www.freepik.com/free-photo/telephone-

7. **Binding Machine:** A binding machine is a tool used to bind together pages of a document or book (Fig. 2.25)

   a) It gives documents a professional look and feel, making them more visually appealing and easier to read.

   b) Binding adds a level of durability and security to documents

   c) Bound documents are easier to organize, as they can be labelled and stored on a shelf like a book.

   d) Binding machines come in a variety of types and styles, allowing for customization

   e) Binding machines can quickly and efficiently bind large quantities of pages at once thus saves time

Fig. 2.25: Binding Machine
https://www.freepik.com/free-photo/Binding Machine-

8. **Calculator:** They are commonly used in offices to perform calculations quickly thus saving time and efficiency. (Fig. 2.26)

   a) It is portable and easy to use

   b) It can handle complex mathematical calculations that might be too difficult to solve manually.

   c) It can ensure standardized mathematical calculations, especially in fields such as finance, accounting, and engineering.

PSSCIVE Draft
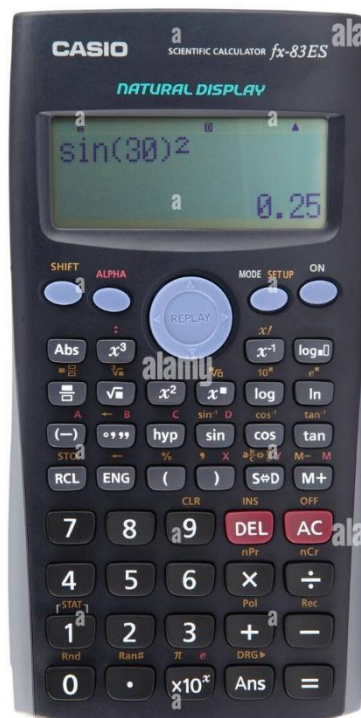
Fig. 2.26: Calculator

9. **Audio Video System:** It is a system that provides convenient way to communicate and share information

    a) It helps to enhance communication:

    b) By providing clear and efficient communication, an audio video system can help to increase productivity.

    c) It helps to improve collaboration by allowing individuals to share ideas and work together in real-time.

    d) It can be a cost-effective way to communicate and collaborate, particularly for businesses that have employees located in different parts of the world.

    e) It improves accessibility:

10. **Projector:** It can display images and videos on a much larger screen than traditional televisions (Fig. 2.27)

    a) It is Portable, making them easy to transport from one location to another.

    b) It saves space and can be mounted on a ceiling or wall.

    c) It can be a cost-effective and versatile.

    d) It generally has a longer lifespan and require less.

Fig. 2.27: Projector
https://www.freepik.com/free-photo/Projector-

11. **UPS (Uninterruptible Power Supply):** UPS are designed to provide power to electronic devices during power outages, allowing them to continue operating and avoiding data loss or damage. (Fig. 2.28)

   a) It provides protection against power surges and spikes

   b) It also regulates the voltage of incoming power and prevent damage caused by fluctuations.

   c) It Improves productivity by allowing employees to continue working during power cut.

   d) It enhances data security or businesses and organizations

Fig. 2.28: UPS
https://www.freepik.com/free-photo/UPS-

Office Materials/Supplies

The office materials and supplies required for each office procedure can vary depending on the specific task or project being undertaken. However, here are some common office procedures and the materials/supplies that may be required:

Stationery: This includes items such as pens, pencils, erasers, rulers, markers, highlighters, and correction fluid.

Paper Material: These include different types of paper such as printer paper, letterheads, envelopes, notepads, sticky notes, and memo pads.

Filing and Storage: This includes items such as filing cabinets, file folders, hanging file folders, dividers, and labels.

Desk Accessories: These include items such as desk organizers, staplers, staples, paperclips, rubber bands, and hole punchers.

Technology/Presentation material: This includes items such as computers, printers, scanners, projectors, and telephones.

Cleaning Supplies: These include items such as disinfectant wipes, paper towels, and cleaning sprays.

Furniture: This includes items such as desks, chairs, bookcases, and storage cabinets.

It is essential to ensure that all of these items are available in the office to ensure smooth and efficient office procedures. These are just a few examples of common office procedures and the materials/supplies that may be required. The exact materials/supplies needed will depend on the specific task being undertaken.

Recording of Office Equipment and Material

It is important for various reasons, including inventory management, tracking progress and financial reporting. Here are some tips for recording office equipment and material:

1. **Create a spreadsheet or inventory system:** The first step is to create a spreadsheet or inventory system where you can record the equipment and materials you have in your office. This can be a simple Excel sheet or any software.

2. **Categorize the items:** Categorize the items based on their type, such as computers, printers, furniture, stationery, etc. This will help you keep track of what you have and where it is located.

3. **Record the details**: For each item, record its name, brand, model number, serial number, purchase date, cost, and location. You can also include other details such as warranty information, supplier

details, and any maintenance or repair records.

4. **Update regularly:** Make sure to update the inventory regularly to analyse any changes, such as new purchases, disposals, or transfers between departments

5. **Conduct regular audits:** Conduct regular audits of your inventory to ensure that everything is accounted for and in good working condition. This will help you identify any issues that need to be addressed.

6. **Use a centralized system:** Consider using a centralized system to store the inventory list, such as a spreadsheet or specialized software. This can make it easier to access and update the information.

By following these steps, you can maintain accurate records of your office equipment and material, which will help you manage your inventory more effectively and efficiently.

Activities

Activity 1: Prepare a chart showing list of equipment and maintenance for video conference in an organisational meeting.

Material required: Note book, Pen/Pencil, Checklist

Procedure:

1. Reach any organisation along with peers

2. Meet the office executives and greet them

3. Take a round of the office and enquire from the assistant about the following

   a) List of equipment for video conferencing

   b) Methods of maintaining equipment

   c) Procedure for conducting video conference.

4. Note down all the details in note book

5. Prepare a chart on the same which contains the equipment list for video conferencing

6. Present the report in the class

7. Handle the queries from other groups members and take the suggestions from the teacher.

8. Incorporate the changes made and submit the chart to the teacher.

Activity 2: Prepare the report on usefulness of office equipment and process

of maintaining record of office equipment.

Material required: Notebook, Pen/Pencil, Checklist

Procedure:

1. Visit any organisation along with peers

2. Meet the office executives and greet them

3. Take a round of the office and enquire from the assistant about the following

   a) List of office equipment used in office and note down the features.

   b) Use and benefits of each equipment

   c) Method of maintaining record of office equipment

4. Note down all the details in note book

5. Prepare a report on the same containing the usefulness of different office equipment.

6. Present the report in class.

7. Handle the queries from the classmates and collect the suggestion from the peer.

   Incorporate the changes in the report and submit to the class teacher.

Check Your Progress

A. Fill in the Blanks

1. _____is the office equipment is used for projecting slides onto a screen.

2. The first step in recording of any office equipment or material is_____.

3. _____ is designed to provide power to electronic devices during power outages, allowing them to continue operating and avoiding data loss or damage.

4. _____enable to digitize documents, images, and other physical materials, making them easier to store, share, and access from anywhere.

5. _____ machine is used to make multiple copies of documents.

B. Multiple Choice Questions

1. Which of the following office equipment is used for making copies of documents?

   a) Printer

b) Scanner

c) Fax machine

d) Photocopier

2. Which of the following office equipment is used for projecting slides onto a screen?

    a) Overhead projector

    b) Scanner

    c) Printer

    d) Fax machine

3. Which of the following office equipment is used for binding papers together?

    a) Paper clip

    b) Stapler

    c) Binder clip

    d) All of the above

4. Which of the following is an essential material required for office procedures?

    a) Paper

    b) Pens and pencils

    c) Stapler and staples

    d) All of the above

5. Which of the following is not an example of stationery required for office procedures?

    a) Printer ink

    b) Paper clips

    c) Erasers

    d) USB drives

C. State whether the following statements are True or False

1. A scanner is a device used to create a digital copy of a physical document.

2. A printer can only print documents in black and white.

3. A fax machine can only be used to send documents over a phone line

4. A calculator is used to store data.

5. A projector is a device used to display images or videos on a large screen or wall.

D. Short Answer Questions

1. What is Printer and discuss its benefits?

2. Discuss the benefits of Computer and laptops

3. What is the significance of photocopier and scanner in any office?

4. Explain the utility of Projector and Audio video system in office.

E. Long Answer Questions

1. What is the various office equipment used in office for smooth functioning?

2. Prepare the list of materials required for office procedure.

3. What are the various steps involved in recording office equipment and material?

F. Check Your Performance

1. Prepare a chart containing list of various office equipment with pictures and their advantages.

2. Demonstrate the steps of recording of various office equipment and material.

| MODULE 3 | OFFICE ROUTINE ACTIVITIES |

Module Overview

"An office is the administrative centre of a business. The purpose of an office has been defined as the providing of a service of communication and record" - Mills & Standing Ford. An office assistant is one of the most important persons in an office setting. He/she is responsible to perform a variety of administrative and clerical tasks that enable the office to run smoothly. These tasks may include answering and managing phone calls, scheduling appointments, responding to e-mails, managing schedules, preparing reports, maintaining files etc. Managing routine activities is as important as any other departmental tasks.

Office assistants provide support to the management in carrying out their responsibilities. They ensure that everything is in order and functioning smoothly. They handle day-to-day activities which further results into efficient and effective work. Office assistants are the first point of contact for visitors, they must possess the qualities like good communication, courtesy, punctuality, loyalty, teamwork etc. When office assistants do their routine activities efficiently, managers can focus on more important and critical tasks.

Office is responsible for retaining records related to the organization for a specific period of time as per the legal requirements. This includes maintaining records related to finance, human resources, legal, and other administrative matters.

An office assistant also takes care of ordering and stocking of supplies, liaising with vendors and service providers, and ensuring that equipment is in good working condition. There are many opportunities for an office assistant in private as well as public sectors. They can work for some high-ranking government officials too.

This unit covers the details of managing office routine activities effectively and efficiently. The first session covers how an office assistant can manage phone calls, visitors and queries. Second session focusses on office etiquettes which an office assistant must follow. Role of office assistant in orientation of newly hired employees and ensuring gender neutrality in organization are also discussed in the second session.

The third session describes the preparing official documents which include importance, uses of note-sheet and how a note-sheet is drafted. The last session of this unit deals with the role of office assistant in organizing meetings in the office including all the documents required pre and post meeting.

Learning Outcomes

After completing this module, you will be able to:

- Manage the phone calls and queries.
- Manage the behaviour and office etiquettes.
- Prepare Note sheet and draft writing.
- Organize and manage the meetings in an office.

Module Structure

Session 1: Phone Calls and Queries

INTRODUCTION OF ROUTINE OFFICE ACTIVITIES

Routine simply means the way in which we do regular tasks. In an office, routine activities play a vital role. It is important to perform a task on time, in correct way and efficiently.

GREET THE VISITORS

Office assistant is the first person with whom the visitor interacts. So, it's very important for him to greet the visitors in a way that leaves good impression. The visitors should feel like you are happy seeing them and their presence is welcome. There are some basic rules which the office assistant needs to consider while greeting any visitor: (Fig. 3.1)

Give a warm smile	Use of standard greetings	Clearly asking the reason of visit
Be attentive	Identify visitors' common needs	Don't let them wait for too long
Offer Tea/Coffee		

Fig. 3.1: Basic Rules to Greet Visitors

1. **Give a warm smile:** Smile decreases the stress level and acts as a mood lifter always. Have a good eye contact while greeting, it establishes a bond between the office assistant and the visitor. It also displays honesty and people feel engaged.

2. **Use of standard greetings:** The visitors should always be greeted with some formal greetings like Good morning/Good afternoon/Good evening – welcome to the organization. It's nice to see you etc. The voice should be very clear and audible.

3. **Clearly asking the reason of visit:** The office assistant should ask the visitor very clearly and that too in a friendly manner about the reason of visiting the organization. Once you know this, then only you can direct him and give him further assistance. Don't be harsh and rude while asking rather ask him/her in a polite way and accordingly assist him/her accordingly.

4. **Be attentive:** The visitors should always feel that you are giving importance to them and for this you need to be very attentive while listening to them.

5. **Identify visitors' common needs:** It is important to identify common needs of the visitors. Even if the visitor is coming to the office to attend a meeting, he may have some other needs too. For example, he/she may want to use the washroom/need a coffee or if the office campus is

too big, he/she may expect clear instructions to reach meeting venue etc.

6. **Don't let them wait for too long:** Nobody wants to wait for a longer period of time. As soon as the visitor arrives, immediately inform the person with whom he/she wants to meet and inform the visitor for how long he needs to wait. It always gives a good impression.

7. **Offer Tea/Coffee:** If the visitor is waiting to meet someone in the office, the office assistant should ask him/her for water/tea/coffee. Such simple gestures create a positive impression.

ANSWERING AND MANAGING THE PHONE CALL QUERIES

Another role of office assistant is to answer and manage incoming phone calls. It sounds very simple but the office assistant needs to follow a protocol while answering the call. It's generally a first conversation between the organization and the caller. The caller can be a customer, client, supplier etc. and it's important to satisfy them over the call.

The office assistant cannot see the caller so sometimes it's difficult to interpret how they are feeling and what exactly they are expecting. Here, we will discuss few points that are really significant for the office assistant to understand and make that first impression on phone positive as indicated in Fig 3.2.

Fig. 3.2: Answering Call with a Warm Smile
https://www.freepik.com/Answering Call with a Warm Smile-

1. **Promptly answering the phone call:** The office assistant should value the time of the caller and try to answer the phone call immediately. The phone call should be answered by third ring and a voicemail should be sent if you are not available to answer the call at that time.

2. **Greet the caller:** The first thing you need to do while answering the call is to greet the caller. With formal greeting like good morning/ good

afternoon/ good evening, the conversation can be initiated and then the name of company should be introduced.

3. **Asking about the reason to call**: After introducing the name of the company, the caller should be asked about the reason of calling. Some formal statements like How can I help you? can be used further.

   For Example: Good morning! Thank you for calling XXX office. This is XXX speaking. How can I help you? (Fig. 3.3)

4. **Listen carefully:** While the caller is explaining the reason for their call, the office assistant should actively listen to them. A few verbal cues like "I understand" and "I see" can make the caller feel heard and understood.

5. **Smile while you speak:** The caller cannot see you but yes, he/she can feel your tone, so it's always advisable to take care of your tone while speaking. When you are busy in doing multiple tasks, it is sometimes difficult to answer the call-in proper manner, but never ignore your tone and always try to answer in friendly way.

6. **Be clearly audible with Positive approach:** The voice on the phone call should be very clear and audible. From the part of caller, you may experience difficulty due to some network issue or background noise, these factors may result in unclear calls. To avoid these situations, you need to speak loudly and clearly. The selection of words while answering is very significant. Avoid using the sentences like "I don't know" rather replace this with "Let me see if I can help you". Treat your caller with respect.

7. **Don't put the caller on hold without asking:** It's always advisable to value the time of caller. If in any situation, you are too busy in doing something very important, ask the caller before putting his/her phone call on hold and don't let him wait for too long. If you have done so, always thank them for their valuable time. It's always better to return a call than to make them wait for long.

8. **Never interrupt a person while he/she is speaking:** It always leaves a bad impression if you interrupt a person in between his sentences. Listen to him/her with full attention and respond accordingly.

9. **Do not chew/eat anything when answering the call:** It sounds rude if you chew/eat while speaking on phone call. The caller feels as if he/she is not given importance.

NOTING DOWN THE QUERIES AND RESOLVING THEM

Promptly answering the phone call	Greet the caller	Ask about the reason for calling and listen carefully
Listen Carefully	Smile while you speak	Be clearly audible with Positive approach
Don't put the caller on hold without asking	Never interrupt a person while he/she is speaking	Do not chew/eat anything when answering the call

Fig. 3.3: Points to Consider While Answering the Call

Hierarchy has its own importance in all the organisations. Be it a small organisation or a larger one, people follow a hierarchy over there. Hierarchy gives a person authority and right to take decision. With authority comes responsibility, and the person is answerable accordingly. The below figure shows a common hierarchy mechanism which the companies follow. It may differ as per the industry and the size of the Company.

It is very important for the Office Assistant to understand the hierarchy followed in the Organization so that whenever somebody is vising the Organization or approaching on phone calls, the office assistant can easily transfer to the concerned department. There is a process to be followed while answering and managing the incoming calls. The process is as follows as shown in (fig 3.4)
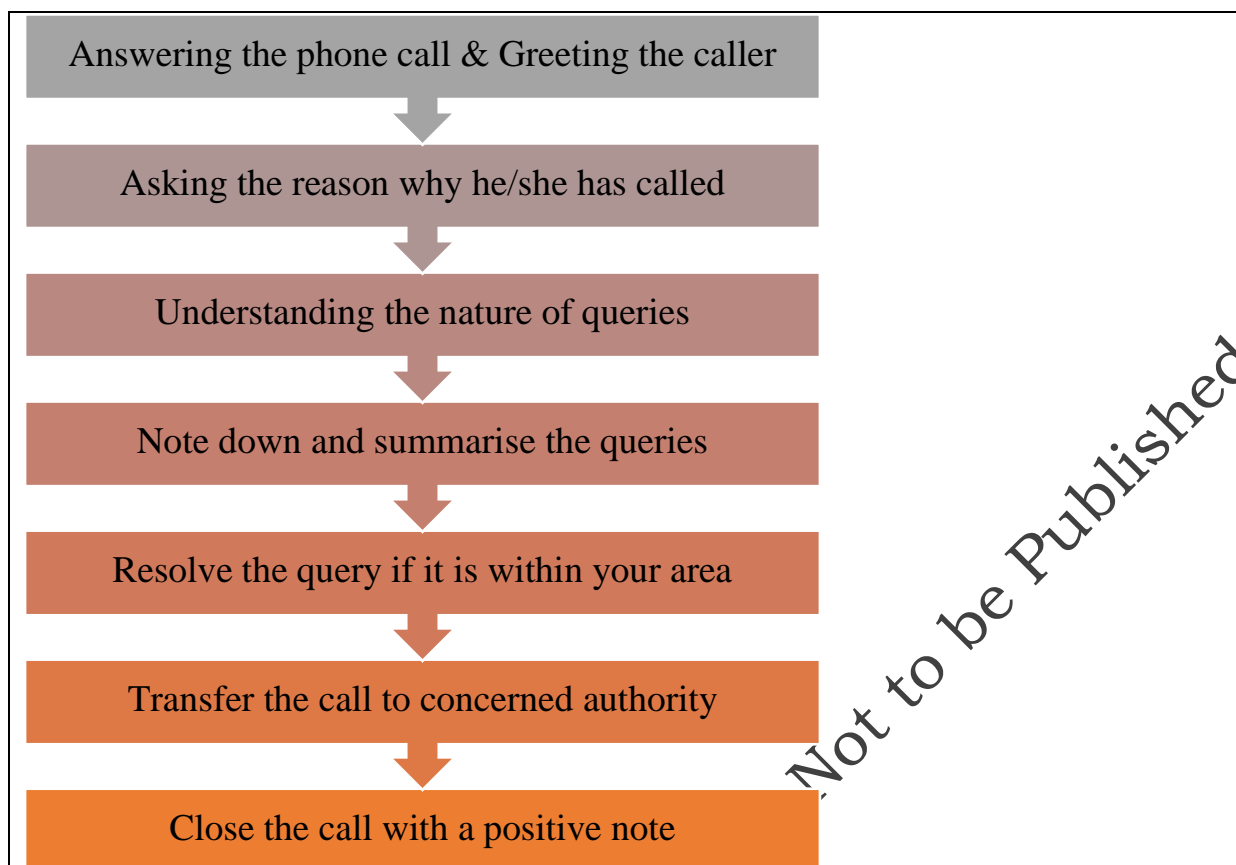
```
┌──────────────────────────────────────────────────┐
│   Answering the phone call & Greeting the caller   │
└──────────────────────────────────────────────────┘
                        │
                        ▼
┌──────────────────────────────────────────────────┐
│     Asking the reason why he/she has called        │
└──────────────────────────────────────────────────┘
                        │
                        ▼
┌──────────────────────────────────────────────────┐
│        Understanding the nature of queries         │
└──────────────────────────────────────────────────┘
                        │
                        ▼
┌──────────────────────────────────────────────────┐
│        Note down and summarise the queries         │
└──────────────────────────────────────────────────┘
                        │
                        ▼
┌──────────────────────────────────────────────────┐
│     Resolve the query if it is within your area    │
└──────────────────────────────────────────────────┘
                        │
                        ▼
┌──────────────────────────────────────────────────┐
│      Transfer the call to concerned authority      │
└──────────────────────────────────────────────────┘
                        │
                        ▼
┌──────────────────────────────────────────────────┐
│         Close the call with a positive note        │
└──────────────────────────────────────────────────┘
```

Fig. 3.4: Noting Down the Queries and Resolving them

A brief explanation of the process of answering and managing the calls are below

1. **Answering the phone call &greeting the caller:** This is the first step of managing phone calls. The call should be picked immediately and initiate the call with a formal greeting.

2. **Asking the reason why he/she has called:** The second step is to ask caller the reason to call. The office assistant gets number of calls in a day, the reason may vary. So, it's important to know the reason. Depending on the call, the office assistant should also request the caller for necessary information like their name, contact number, email etc. This information will be useful for future reference

3. **Understanding the nature of queries:** The next step in the process of managing phone calls is to understand and analyse the type of query. The more the query is accurate, it will be easy for you to address that.

4. **Note down and summarize the queries:** After understanding the query, if the caller has multiple queries, it is important to note down the query and summarize them. A register or an excel sheet can be prepared for noting down the queries so that at the end of month, the types of callers can be easily analysed.

S.No.	Date	Name of the Client/Caller	Query	Concerned Department	Remark (if any)

5. **Resolve the query if it is within your area:** The fifth step is to resolve the query, once you have noted down the query, if the query is within your area, provide immediate reply.

6. **Transfer the call to concerned authority:** If the query is not within your area, identify the query clearly and transfer the call to the concerned department/person. Follow the hierarchy while transferring the call. If the middle manager can resolve the query, never cross the hierarchy and don't transfer the call to upper management level.

7. **Close the call with a positive note:** The last step to manage calls is to close the call. But always close the call on a good positive note. For example: Thank you for calling us, Have a good day etc.

Activities

Activity 1: Role play on greeting visitors (Consider a situation where a member is visiting the organisation for a meeting).

Material Required: Check list, Chalkboard/whiteboard and marker, Snacks, Glass of water

Procedure:

1. Make pairs where one person is a visitor and another is Office Assistant.

2. Divide the whole class into two group. Let half of the group participate in role play and another group monitoring their performance.

3. Provide the checklist to the students who are monitoring. (Already mentioned in the session)

4. Initiate the role play and allow the visitor to ask as many questions as he/she can.

   a) Example: Where is the meeting?

   b) Have all the members arrived?

   c) How long will the meeting be held? etc.

5. Monitor teams how they are responding to the questions and provide

feedback.

6. Prepare a report on the feedback.

7. Submit the feedback report to the subject teacher.

Activity 2: Role play on transferring the calls to the authority.

Material Required: Check list, Chalkboard/whiteboard and marker, Two Landline phone with connection

Procedure:

1. Make pairs where one person is a caller and another is Office Assistant.

2. Divide the whole class into two group. Let half of the group participate in role play and another group monitoring their performance.

3. Provide the checklist to the students who are monitoring. (Already mentioned in the session)

4. Initiate the queries and allow the caller to ask as many questions as he/she can.

5. Note down the replies which the office assistant is giving.

6. Monitor teams how they are responding to the questions and provide feedback.

7. Prepare a report on the feedback.

8. Submit the feedback report to the subject teacher.

Activity 3: Resolve queries (Consider a situation to make a complaint or asking about a job position)

Material Required: Check list, Chalkboard/whiteboard and marker

Procedure:

1. Divide the whole class into two group. Let half of the group (caller/visitor) ask questions and another half (office assistant) to answer the queries.

2. Provide the process of answering queries to the students who are asking the questions.

3. Initiate the role play queries asking and allow the caller/visitor to ask as many questions as he/she can.

4. Note down the replies which the office assistant is giving.

5. Monitor teams how they are responding to the questions and provide feedback.

6. Also check whether they are noting down the queries properly.

Check Your Progress

A. Fill in the Blanks

1. Office assistant is the _____ person with whom the visitor interacts.

2. Smile _____ the stress level.

3. If the visitor is waiting in the waiting room, we should offer_____.

4. The phone call should be answered by _____ ring.

5. Close the call with a positive note is the _____step of process of answering call.

B. Multiple Choice Questions

1. Basic rules while meeting and greeting a visitor are

   a) Give a smile

   b) Use standard greeting

   c) Be attentive

   d) All of the above

2. The phone call should be answered by

   a) First ring

   b) Second ring

   c) Third ring

   d) Multiple rings

3. If office assistant is putting the phone call on hold, he/she should

   a) Put the call on hold directly

   b) Ask the caller and then put the call on hold

   c) Either a or b

   d) None of the above

4. Office Assistant should resolve the query

   a) Within his/her limit

   b) Even if he does not know

   c) Either a or b

    d) Both a and b

  5. Always close the call with

    a) Negative note

    b) Positive note

    c) Anything that comes to mind

    d) Any of the above

C. State whether the following statements are True or False

1. Office assistant should greet the visitors formally.

2. We should interrupt a person while he/she is speaking.

3. We should not let the visitors wait for too long.

4. The office assistant should close the call with a positive note.

5. We should try to resolve the query even if the query is not within our limit.

6. The office assistant should never put a call on hold without asking.

D. Short Answer Questions

1. Who is an office assistant?

2. List some formal greetings which office assistant should use while meeting and greeting.

3. Prepare the format to note down the queries.

E. Long Answer Questions

1. Mention five basic rules while greeting and meeting the visitors.

2. Why is managing phone call in an organization important?

3. What will happen if the office assistant does not identify the reason of phone call clearly?

F. Check your Performance

1. Draw a flowchart of process to be followed while answering and managing the incoming calls.

2. Draw a flowchart of meeting and greeting a visitor.

3. Spell out some examples of queries which an office assistant can get on a phone call.

Session 2: Behaviour and Office Etiquettes

MEANING OF OFFICE ETIQUETTES

Etiquettes are the expected behaviour and the norms which a person needs to follow. Whether a person is at home or he/she is working in an organization, a set of behaviour is expected from him/her. In today's world, office etiquettes play a significant role because along with performing your regular duties, these etiquettes define your personality too. Office etiquettes bring peace and harmony in an organization. It creates a positivity among the employees.

Importance of Office Etiquettes:

- It creates strong and positive impression.
- Employees feel motivated.
- It gives good impression to the outsiders too.

Basic Features of Office Etiquettes

1. **Follow Dress Code:** Your wearing is very important and also define your personality. If the organization has defined its dress codes, you need to follow that. Even if there is no dress code in the organization, the office assistant needs to come in formals or semi-casual. Vibrant colors should be avoided.

   It's never a good idea to be over dressed or under dressed. The dress should be clean and ironed. Dressing according to the office culture is important. One should avoid wearing too casual or revealing clothes to the office.

2. **Punctuality:** Punctuality is an integral part of any organization. Arriving office on time creates a good impression. If you are punctual, it also shows that you value you job and you are serious for your work. If you are coming late to the office due to any unavoidable situation, apologize to your reporting manager.

3. **Follow company rules:** Every company has their set of rules and norms which all employees must follow. If the office assistant is not following the company rules and regulations, it would have a negative impact and can leave a bad impression.

4. **Maintain decorum:** Maintaining decorum means talking and behaving with people around you in polite and respectful way. Office assistant should greet everyone politely and he/she should be attentive while listening to their managers or co-workers.

5. **Avoid Gossips:** Gossips are generally spreading false information about other employees in the organization. If someone is sharing his/her personal information with you, you should always keep it confidential and never discuss in public. Gossips create a negative environment around you and always demotivate you. (Fig.3.5)

Fig. 3.5: Avoid Gossips

https://www.freepik.com/free-photo/telephone-

FORMAL COMMUNICATION

Formal communication means exchanging information within an organization at different levels of management. Formal communication must follow a hierarchical mechanism that is there in the organization. Formal communication is also known as official communication.as indicated in (Fig.3.6)
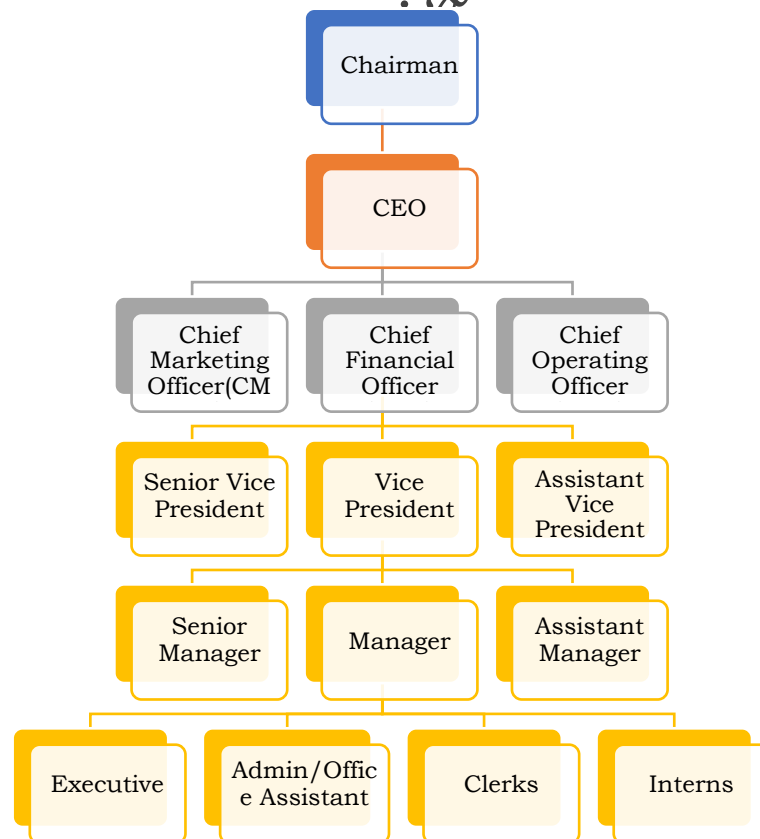

Fig. 3.6: Hierarchical Mechanism in an Organization

Types of Formal Communication: Formal communication can take place in

different ways. There are three types of formal communication. These are discussed below (Fig.3.7)
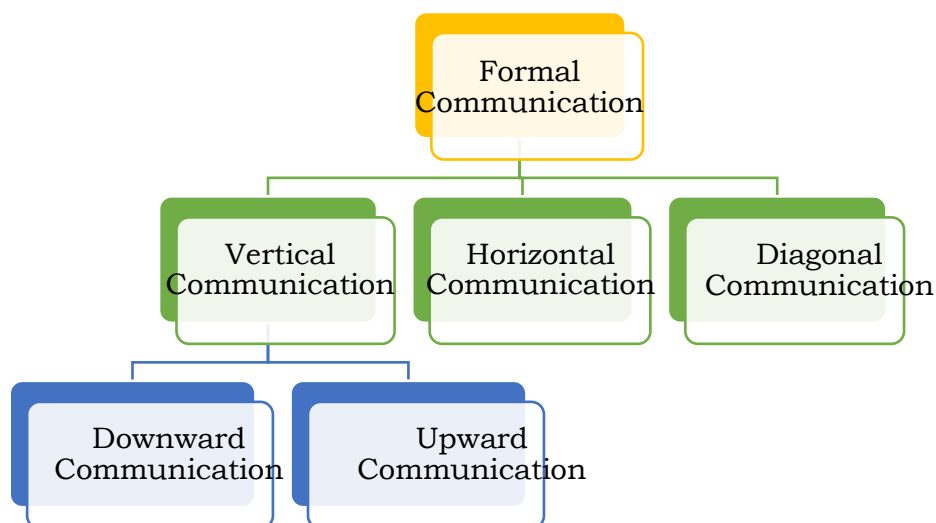

Fig. 3.7: Types of Formal Communication

1. **Vertical Communication:** Vertical communication occurs between various departments working at different levels of management. This is further divided into two types:

   ● **Downward communication:** It takes place when the information flow is from upper level to lower level of management. For example: Meeting notice, circulars, policies communication etc.

   ● **Upward communication:** It takes place when the information flow is from lower level to upper level of management. For example: Complaints, meeting reports, leave application etc.

2. **Horizontal Communication:** Horizontal communication occurs between various departments in an organization operating at same level. For example: An HR manager is asking the production manager about the number of labours to be appointed.

3. **Diagonal Communication:** Diagonal communication occurswhen the information flow is between different departments working at different levels in an organization. For example: An IT software person is asking the marketing manager to design the website.

Methods of formal communication: There are a number of ways in which formal communication can be done in an office. Office assistant may choose any of the tool of formal communication, it depends on the type of information to be shared.

1. **Memo:** Memo is a short form for Memorandum. It is commonly used in organizations. The main purpose of using Memo as a way of communication is to give reminders, instructions and even to keep official records. Memos are generally used when the sender wants to

send message to a mass.

Advantages of Memos:

- Cheap in terms of cost

- Simple to use

- Less time consuming

Format of a Memo: A Memo must contain all these things:

1. Heading

2. Recipient Details

3. Sender's Name

4. Additional Recipient (If any)

5. Date

6. Subject Line

7. Body of Memo

Things to consider while writing a Memo:

- The language should be clear and according to the audience.

- No slangs should be used.

- The subject should be taken into consideration very carefully.

2. **E-mail:** E-mail stands for Electronic Mail and is the most widely used method of formal communication. It is one of the fastest means to communicate formally. We can send E-mails to many people at a time.

The sender can use the feature of E-mailing system – CC and BCC. CC stands for carbon copy and BCC stands for blind carbon copy. These features are used when you want to send mail to many recipients. In CC, the receiver can see to whom you have sent the mail but in BCC, the recipient cannot see to whom the sender has sent the mail.

Advantages of E-mail:

- Easy to use

- Fast means of communication

- Environment friendly as there is no use of paper in E-mails

Things to consider while writing E-mail:

- Greet the receiver with proper salutation

- Subject line should be short

- Text in the E-mail should be concise and clear

- Close the E-mail with appropriate words like sincerely, respectfully, thanks and regards etc.

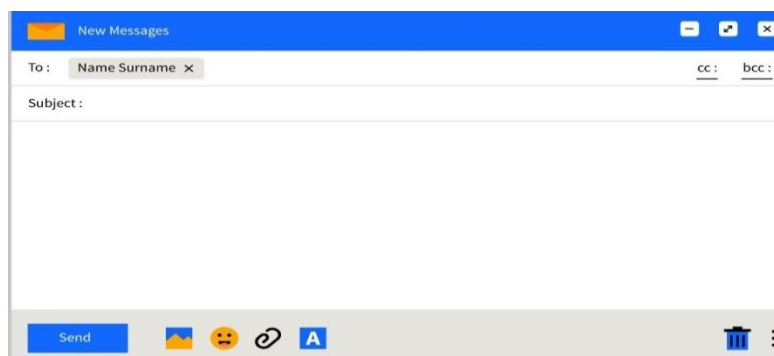- Always proofread before sending the E-mail. (Fig.3.8)

Fig. 3.8: Drafting E-mail

3. **Circulars:** Circulars are prepared to inform to a large group of people in an organization.

   This is one of the oldest forms of communication. Circulars are generally used to inform about some policy change to the employees, new product launch to the customers etc.

   Advantages of Circular:

   - East to communicate among a large group.

   - Cost-effective method.

   - Time saving method.

   Things to consider while writing circulars:

   - Circulars are mostly prepared on company letter head.

   - Language should be simple and understandable.

   - The information should be written in specific manner.

4. **Notice:** Notice is a method of formal communication where organization wants to give a common information to the employees. Circular and notice have similar utility but notice is kept on notice board and circulars are generally circulated.

5. **Letter:** Letters are used when the information is for a specific person, specific department or a selected group.

   Things to consider while writing circulars:

   - The words should be clear and understandable.

   - Use proper salutations.

   - Close the letter with thankfulness.

6. **Voice mails:** Voice mails are recorded by the sender in voice mailbox and sent to the receiver. Sometimes when the sender wants to send a clear message which can include giving instructions, he uses voice mails. The receiver can also record a message and reply.

7. **Audio conferencing:** Audio conferencing is useful when two or more people want to get connected on call. In modern world, it is an important tool of communication. It is a flexible method where people can get connected at any time and place.

8. **Video conferencing:** Video conferencing is useful when two or more people want to see and hear each other. It allows people to communicate with each other in real-time, regardless of their location. It helps to save money on travel expenses and time spent in travelling. It is a very convenient and cost saving method. The ability to see facial expressions and body language helps to build stronger relationships between participants and can lead to more productive meetings.

IMPORTANCE OF RIGHT BEHAVIOUR

Behaviour of employees in an organisation has a very significant role as it determines the working environment. People with right behaviour at workplace and likeable personalities are generally more successful in their professional lives. They have the power to inspire others, make them feel comfortable and create a positive environment around them. Their personalities shine through the way they communicate, interact, and approach life.

1. **Adaptability:** An office assistant should always possess this quality of being adaptable. He/she should be adaptable and flexible towards people and situations. If the reporting manager has changed, he/she might not be of same temperament, in this situation office assistant should be flexible to work with him/her.

2. **Cooperative:** An office assistant needs to be cooperative with all the employees in the organisation. He/she should work with courtesy for everyone from lowest to highest authority. He/she might get late due to some urgent deadlines of work, in such situations too he/she should not panic.

3. **Loyalty:** Being loyal is one of the right behaviour which an office assistant must have. He/she should always be sincere and honest with his/her work. Demonstrating this trait can help you earn the respect and admiration of others, which in turn enhances your poise, grace and dignity.

4. **Courtesy:** An office assistant needs to be courteous, kind and empathetic towards all the members of the organisation. He should

greet everyone with a smile and should use the words thank you and please more often.

5. **Personality:** Personality creates a positive impact on others and helps in building strong relationships. It includes various traits such as kindness, empathy, honesty, confidence, resilience, and many more. An office assistant should always try to build his personality in a positive manner.

6. **Team work:** In an office, no work can be done without the support of team. Teamwork is an essential skill for an office assistant. Working in a team requires mutual respect, trust, and a willingness to work towards a common goal.

7. **Communication skills:** An office assistant should have good verbal and written communication skills. This includes being able to provide updates on tasks, ask questions, give feedback etc.

8. **Follow hierarchy:** Every organisation has a hierarchical mechanism. An office assistant should report to their immediate superior, follow instructions from the management, and communicate with colleagues by following the existing hierarchy in the organisation.

9. **Confidence:** A confident person tends to be more poised, graceful and dignified. When you believe in yourself and your abilities, it shows in the way you work in an organisation.

10. **Self-control:** Maintaining self-control in difficult situations is an important part of being poised, graceful and dignified. An office assistant should stay calm, composed and in control of his/her emotions.

11. **Gratitude:** Expressing gratitude for the people and things in your life make you more graceful and dignified in your interactions with others.

12. **Patience:** Having patience and composure even in frustrating situations is a sign of poise, grace and dignity. It shows that you can handle difficult situations with ease.

By showing these behaviours, an office assistant can strengthen his/her poise, grace and dignity, and radiate an aura of confidence, respectability and inner calm.

ORIENTATION AND INTRODUCTION OF WORK CULTURE

Meaning of Orientation: Orientation means giving information to the newly appointed employees. It is very important to make the new employees comfortable at the work place. It provides basic knowledge of organization culture, job role, organizational hierarchy, rules and regulations to be followed, expectations from that new employee etc. This process helps new

employees to understand their roles and responsibilities, company policies, and procedures Orientation of newly appointed employees is crucial for their successful integration into the company. (fig.3.9)

Fig. 3.9: Orientation of Newly Hired Employees

https://www.freepik.com/free-photo/hired employees

Advantages of Orientation:

- Motivates employees.

- Employee feels more comfortable and welcomed.

- Increases productivity of the employee.

- Helps in better communication between managers and the new employees.

- Helps to set expectations, eliminate confusion and reduce anxiety for both the new employee and the organization.

Role of office assistant in orienting a new employee: Office assistant plays a major role in orienting a newly hired employee. His responsibilities include:

- Provide office tour

- Facilitating Human Resource (HR) Manager in orientation process

- Making the new employee understand the work culture

- Providing handbook to the employee

- Setting up the desk of new employee

- Preparing the orientation schedule

GENDER NEUTRALITY

Meaning: Gender neutrality means something is not gender specific. It is an important concept that tries to remove the belief of being male or female from a person's identity. For example: In place of policeman, use the word

police officer which is gender neutral. In an organisation which encourages gender neutral environment, employees are motivated to be responsible and empathetic towards everybody's needs irrespective of their genders. The organisation should provide training to employees and managers on gender sensitivity and inclusivity.

Why is it important for Office Assistant to understand Gender Neutrality?

It is significant for an office assistant to understand the importance of gender-neutral behaviour in an organisation. As he/she is the person who needs to work and coordinate with different levels of management, he/she should give equal importance to the instructions given by male and female employees.

Examples of Gender Neutrality in an organization:

1. **Use of gender-neutral words:** Instead of using Mr./Mrs, you can use the title Mx. Or Instead of greeting Good Morning guys, greet with Good morning team.

2. **Dress code:** Don't ask males to wear trouser and shirt and women to wear sarees/dresses. Instead ask them to wear professional attire.

3. **Creating gender neutral space:** Common/gender neutral restrooms can be created to make all the genders feel inclusive.

4. **Providing equal opportunities:** Opportunities should not be provided based on the gender of the employee. Anyone who is capable of performing the task should be given chance.

5. **Avoid gender stereotypes in job assignments and promotions:** For example, avoid assuming that women are better suited for administrative roles or men for leadership positions.

Activities

Activity 1: Role play for formal communication

Material Required: Check list, Chalkboard/whiteboard and marker

Procedure:

1. Divide the class into three groups:
    a) CEO
    b) Senior Level Managers
    c) Office Assistants

2. Give them situation, for example a customer has complaint regarding

the services he/she availed from the company.

3. Prepare the script with different dialogues

4. Initiate the role play and explain the role of each level of management very clearly.

5. Few students will note the communication among the manager.

6. Monitor the different levels whether they are responding within their limit.

7. Monitor teams how they are responding to the questions and provide feedback.

Activity 2: Prepare a collage showing instructions, procedures, information etc. to be followed in an Organization

Material Required: Check list, Notepad, pen /pencil, drawing sheet, colour pencils, printouts of Basic etiquettes and information.

Procedure:

1. Collect the materials required to make the collage.

2. Prepare the collage showing:

    a) instructions

    b) procedures

    c) information followed in an Organization.

3. Ensure about your work completion.

4. Discuss with the classmates in front of your teacher.

5. Handle the queries from the classmates.

6. Incorporate the changes in the collage.

7. Submit collage to the subject teacher.

Activity 3: Maintain the records as per the company's authorities.

Material Required: A4 Size sheets, Pen/Pencil, Checklist

Procedure:

1. Divide the whole class into groups.

2. Give them an objective of a meeting. For example: Inform employees regarding a picnic to be organized them in near future.

3. Ask each group to prepare:

    a) Memo

    b) E-mail

c) Circular

d) Notice

4. Discuss the records with the class provide feedback.

5. Incorporate the feedback and prepare a final report

6. Submit it to the subject teacher.

Activity 4: Draw a flow chart to adapt hierarchy.

Material Required: Check list, Notepad, pen /pencil, drawing sheet, colour pencils.

Procedure:

1. Collect the materials required to draw the flow chart.

2. Draw a chart showing hierarchy mechanism in an organization.

3. Check the mechanism from the session and from what teacher taught in the class.

4. Ensure about your work completion

5. Discuss with the classmates in front of your teacher.

6. Handle the queries from the classmates.

Check Your Progress

A. Fill in the Blanks

1. E-mail stands for _____.

2. The full form of BCC in E-mailing is_____.

3. The full form of CC in E-mailing is _____.

4. The two types of Vertical communication are_____ and _____.

5. Diagonal communication occurs between _____ levels of department.

B. Multiple Choice Questions

1. Upward communication occurs when information flows from:

a) Higher to lower level

b) Lower to higher level

c) One department to another at same level

d) None of the above

2. Methods of formal communication are:

   a) Memos

   b) Circular

   c) Notice

   d) All of the above.

3. Types of formal communication:

   a) Vertical

   b) Horizontal

   c) Diagonal

   d) All of the above

4. Official communication is another name of:

   a) Group Communication

   b) Formal Communication

   c) Non-verbal Communication

   d) Interpersonal Communication

5. Basics of office etiquettes are:

   a) Punctuality

   b) Follow Dress Code

   c) Maintain decorum

   d) All of the above

C. State whether the following statements are True or False

1. Office Etiquettes play a significant role when working in an organization.

2. We should not follow any dress code in office.

3. An office assistant must follow hierarchy while communicating.

4. Downward communication occurs when information flows from higher to lower authority.

5. Memo is a formal communication.

D. Short Answer Questions

1. What is the meaning of office etiquettes?

2. Why should a person avoid gossip in organization?

3. Define Diagonal Communication.

4. Define orientation.

5. Define adaptability.

6. What is upward communication?

E. Long Answer Questions

1. What is the difference between vertical and horizontal communication?

2. List out some basics of office etiquettes.

3. What is the role of office assistant during orientation?

4. What points should be considered while drafting E-mails?

5. Write the format of Memo?

F. Check your Performance

1. Draw a flowchart of different types of formal communication with example.

2. Prepare a minute of meeting by taking any example.

3. Prepare a chart showing Gender Neutrality in an Organization.

Session 3: Note-Sheet and Draft Writing

NOTE-SHEET

Note-sheet is a written document which includes record, information, requisition, order etc. Note-sheet is an official document which is needed to place orders for stationary items, office furniture, equipment, and machinery etc.

An office assistant needs to prepare note-sheet in following situations:

● Requisition to purchase any goods or avail any services. For example: if you want to buy an air conditioner for any department, you need to prepare a note-sheet for this.

● Taking permission to conduct meeting, organize event etc.

● Giving order to any department

● Sharing information with any employee/department/ outsider etc.

● Providing information about examining a case.

It should be signed by an authorized officer with date.

Features of a good note-sheet: (Fig3.10)

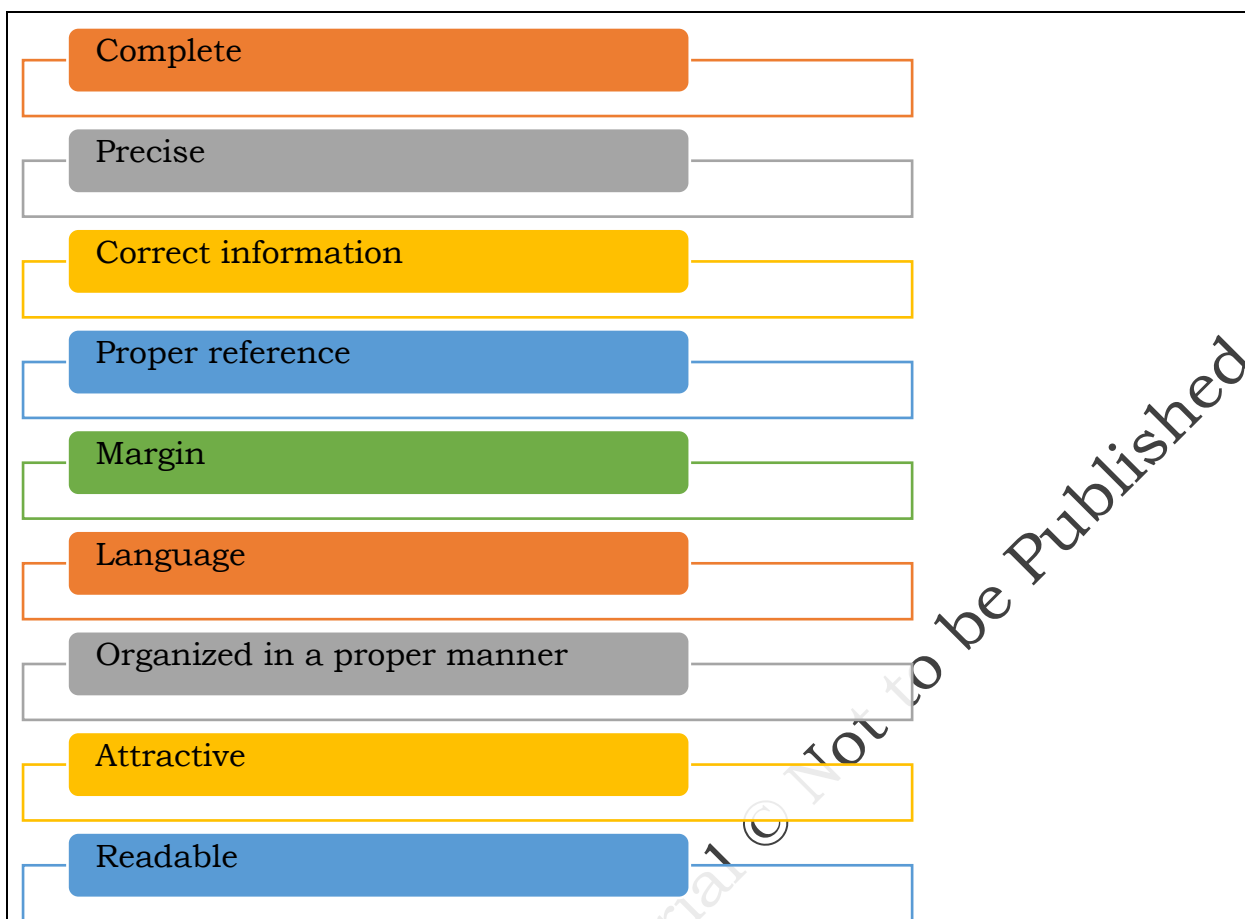| Complete |
| Precise |
| Correct information |
| Proper reference |
| Margin |
| Language |
| Organized in a proper manner |
| Attractive |
| Readable |

Fig. 3.10: Features of a good note-sheet

1. **Complete:** A note-sheet should provide complete information. It should include the answer to what, when, why, where and who.

2. **Precise:** Only relevant information should be included. Unnecessary explanations should not be given. It makes the note-sheet unclear.

3. **Correct information:** Only correct facts and figures should be written and even the sentences should be grammatically correct.

4. **Proper reference:** Proper reference should be provided if you are referring any past letter or office order etc.

5. **Margin:** Two centimetres margin should be there on top and bottom of the page.

6. **Language:** Notes should always be written in third person. Uncommon abbreviations should be avoided.

7. **Organized in a proper manner:** The information shared in the note-sheet should be organized in a correct order with proper headings and sub-headings. The initial paragraphs should state the main points and the final paragraph should include recommendations.

8. **Attractive:** The note-sheet should be visually attractive. Notes should

be divided into small paragraphs. Paragraphs should be given proper titles and numbered properly.

9. **Readable:** The notes should be easy to read, with appropriate font size, color, and style. Use bullet points, numbered lists, and highlight keywords to make them stand out.

TAKING DICTATION

Taking dictation is an art which every office assistant must have. It needs a lot of patience and practice to take dictation clearly. Office assistant needs to take dictation from their managers to draft letters, office orders, memos, etc.

Process of taking dictation:

1. **Use of Pencil:** Office assistant should always use pencil to write the rough draft.

2. **Language awareness**: Office assistant should be aware of the language and vocabulary used by their manager.

3. **Listening properly:** Office Assistant should also have good listening skills and be attentive to every word being spoken. It is useful to develop a system of shorthand or abbreviations for commonly used phrases, names, and technical terms.

4. **Don't interrupt:** It's important to not interrupt the speaker while taking down the dictation, but instead ask them to repeat something if necessary.

5. **Final Formatting:** Office assistants should always check their work for accuracy and completeness before finalizing the document. They should also use proper formatting and style in the draft letter or memo.

In conclusion, taking dictation is a critical skill for any office assistant. With patience, practice, and attention to detail, an assistant can become proficient at taking dictation accurately and efficiently.

DRAFTING

Drafting is an essential skill for legal professionals or office assistants who are especially working in a government organization as it involves the ability to analyse complex issues and present them in a clear, concise, and convincing manner. A well-drafted document can make all the difference in the success or failure of a legal case.

In addition to legal documents such as contracts, pleadings, briefs, and motions, drafting skills are also necessary in drafting letters, memos, and other forms of written communication. These skills are also useful in other professions such as business, government, and academia.

To become an effective drafter, one must have a thorough understanding of

legal principles and their application, as well as excellent writing skills. Attention to detail, accuracy, and a willingness to revise and refine drafts are also important qualities.

In summary, drafting is a crucial step in the communication and implementation of legal decisions, and it requires skill, precision, and attention to detail. Drafting is an important step for effective written communication.

Here is an outline of the drafting process:

1. Identify the purpose of the draft and target audience.

2. Gather relevant information and data.

3. Decide on the format whether it should be concise or detailed.

4. Prepare a rough outline, including the main points to be covered and their logical sequence.

5. Start drafting by paying attention to clarity, correct grammar and punctuation.

6. Revise the draft as necessary, taking into account feedback from the concerned officer or other stakeholders.

7. Finalize the draft, ensuring that it is delivering complete information.

General instructions of Drafting:

1. **Language:** The language should be simple and straight forward, it makes the readers easy to understand and interpret it.

2. **Concise:** No irrelevant information should be written.

3. **Readable:** Short sentences should be framed. Lengthy sentences and repetition of information should be avoided.

4. **Courteous:** The language should be courteous and polite.

5. **Subject:** Clear subject should be mentioned in the beginning to give reader a quick idea.

6. **Conclusion:** Lengthy paragraphs should always have a concluding remark.

7. **Nature of urgency:** Nature of urgency can be shown by mentioning "urgent", "most immediate" etc.

By following these steps, an office assistant can create a draft that effectively conveys message to the intended audience. Remember to always proofread and edit the work before submitting it for approval.

Activities

Activity 1: Taking dictation and prepare a notice.

Material Required: Check list, Notepad, Pen and Pencil

Procedure:

1. Make pairs where one person is a dictating and another is Office Assistant who is taking dictation.

2. Provide them a situation where the students need to make few important points

3. Dictate to the office assistant. (For example: A meeting is to be conducted for all the departments, dictate to the office assistant to prepare a notice and inform all the departments.)

4. Monitor the students who are taking dictation whether they are able to draft notice accordingly or not.

5. Ask the students to prepare a draft on a given situation.

6. Discuss in the class and provide feedback.

7. Incorporate the necessary changes and make a final draft.

8. Submit the draft to the subject teacher.

Activity 2: Prepare a chart to show the difference between Note Sheet and drafting

Material Required: Check list, Notepad, pen /pencil, drawing sheet, colour pencils.

Procedure:

1. Collect the materials required to make the flowchart.

2. Prepare the flowchart to show the difference between note-sheet and drafting by taking an example.

3. Ensure about your work completion.

4. Discuss with the classmates in front of your teacher.

5. Here the teacher will give feedback for the required changes.

6. Write the conclusion.

7. Incorporate the feedback in the conclusion.

8. Submit the final flow chart to the subject teacher.

Activity 3: Prepare a draft by considering all the important points.

Material Required: Check list, Notepad, Pen and Pencil

Procedure:

1. Divide the class into various groups and ask them to prepare a draft.

2. Provide them a situation (For example: A farewell is to be conducted to bid adieu to an employee. You need to prepare a draft and inform all the employees for the same).

3. Monitor the students whether they have drafted properly.

4. Check the draft with each other.

5. Discuss in the class and provide feedback.

6. Incorporate the feedback in the conclusion.

7. Submit the final flow chart to the subject teacher.

Check Your Progress

A. Fill in the Blanks

1. Note-sheet is a _____ document.
2. Only _____ facts and figures should be written in a note-sheet.
3. _____ centimetres margin should be there on top and bottom of the page in a note-sheet.
4. The language of draft should be _____ and _____.
5. _____ paragraphs should be avoided in drafting.

B. Multiple Choice Questions

1. Features of a good note-sheet

   a) Complete
   b) Precise
   c) Correct information
   d) All of the above

2. While drafting, following points need to be considered

   a) Simple Language
   b) Concise
   c) Readable
   d) All of the above

3. Note-sheet is an

   a) Official Document
   b) Unofficial Document
   c) None of the above

    d) Both a and b

  4. Taking dictation is

    a) Very important skill
    b) Somewhat important
    c) Not at all important
    d) None of the above

C. State whether the following statements are True or False

1. Proper reference should be provided if you are referring any past letter or office order in a note-sheet.
2. Information in a note-sheet can be unorganized.
3. Relevant information should be shared in a draft.
4. Taking dictation is an art which every office assistant must have.
5. Office assistant can interrupt while manager is giving dictation.

D. Short Answer Questions

1. Define Note-sheet.
2. Define Drafting.
3. How should be the language of note-sheet?
4. Define nature of urgency while drafting.

E. Long Answer Questions

1. List out the situations when a company needs to prepare a note-sheet.
2. Explain the features of a good note-sheet.
3. Explain the tips to be followed by an office assistant to become proficient at taking dictation.
4. Why drafting is an important skill for an office assistant?

F. Check Your Performance

1. Draw a flowchart of outline of the drafting process.
2. Draw a flowchart to show general instructions of Drafting.
3. Explain the importance of note-sheet with an example.

Session 4: Organise and Manage Meetings

MEETING

A meeting is an interaction among people working in an organization. It can happen face-to-face or virtually. After COVID-19, the trend of virtual meeting has increased. Advance preparation of meeting is important as it avoids last minute chaos.

Documents prepared pre and post meeting: Documentation is very significant for the conduction of a meeting. Fig 3.11 shows the two categories
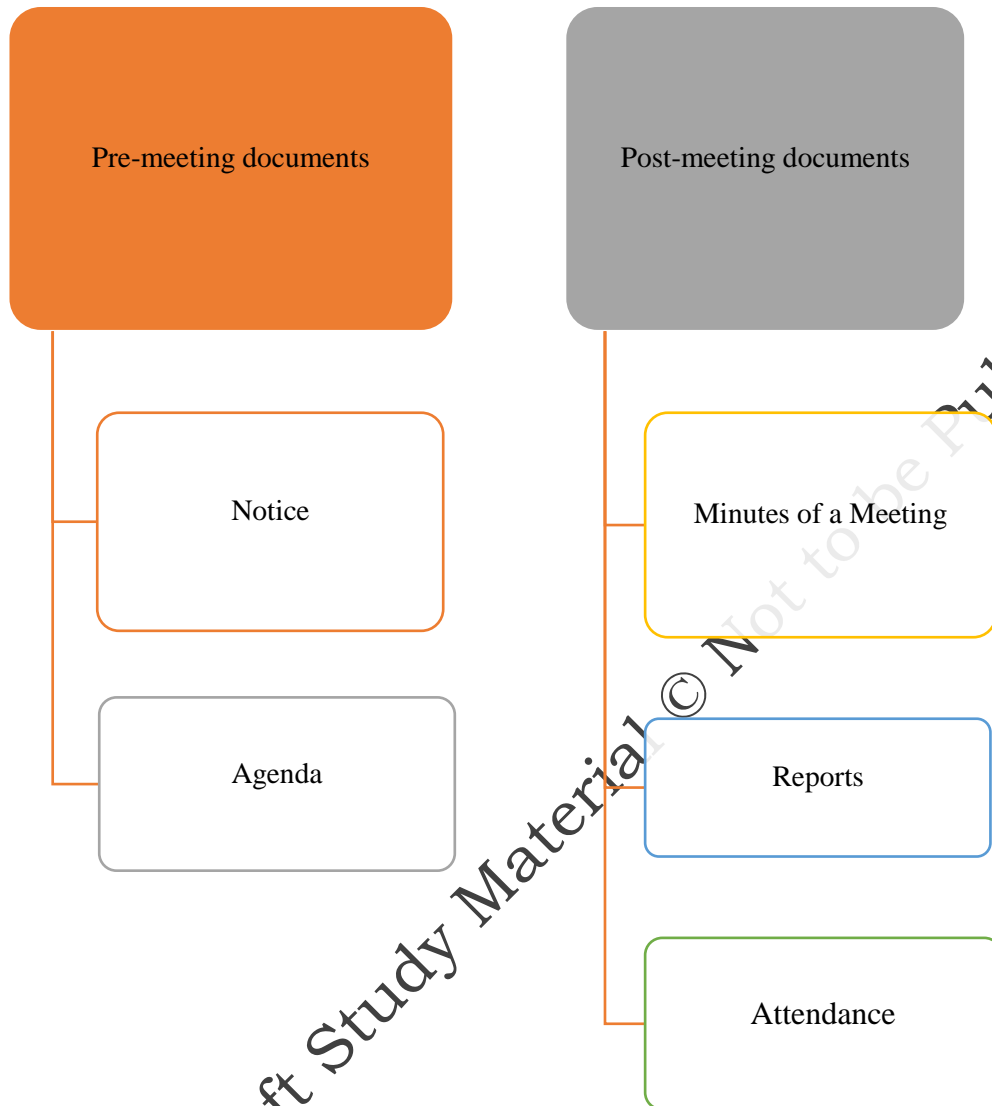
of documents:

Fig. 3.11: Types of Documents

1. **Notice:** A notice is given to all the attendees, it's an intimation for the conduction of the meeting. It can be typed or handwritten but must be on Organization's letter head duly signed by authority. A notice should contain following information:

   ● Name of the organization.

   ● Day, date, and time.

   ● Venue of the meeting

   ● Platform (if the meeting is virtual)

2. **Agenda:** Agenda is a document which also needs to be provided to the attendees prior to the meeting. It gives complete information regarding the points to be discussed in the meeting. Agenda is prepared by taking

into consideration the objective/s of the meeting. It also clears the expectation from the members who are going to attend the meeting. Agenda is generally given along with the notice. Agenda also helps the members to come prepared.

3. **Minutes of a meeting:** It is an official document which is prepared after every meeting in an organization. It is necessary to record whatever has been discussed in the meeting so that the members of the meeting can be reminded of the discussions held there.

Points to be considered while preparing minutes of a meeting:

● Specific format should be followed.

● Language should be easy, clear and precise.

● All the major and important discussions should be included.

● Use of formal words should be there.

● Past tense should be used while framing the points of minutes of a meeting.

Format of minutes of a meeting: Minutes of a meeting includes

• Write the name of the organization

• Mention date, day, time and place

• Write the number of meeting in order (for example-23rd meeting of....)

• Write the name of chairperson and secretary

• Mention the names of all the members present in the meeting

• Also mention the names of members who were absent

• Mention the names of special attendees (if any)

• Record all the transactions very carefully

• Signature of the authority after approval.

For example; Minutes of the third meeting of HR department for designing new HR policy held on 15th March 2023, Wednesday at 11:00 am in the conference room.

4. **Report:** Report is an official document that is prepared after the meeting which is shorter than minutes of meeting. Discussions held during the meeting are noted and are forwarded to the members who attended the meeting. Report contains all the points which are there in minutes of meeting, in report the points are mentioned in brief. This document is also important for stakeholders who could not attend the

meeting. Meeting report includes:

- Write the name of the organization

- Mention date, day, time and place

- Write the number of meeting in order (for example-23rd meeting of....)

- Write the name of chairperson and secretary

- Mention the names of all the members present in the meeting

- Also mention the names of members who were absent

- Mention the names of special attendees (if any)

- Record all the transactions very carefully

- Signature of the authority after approval.

PROCESS TO ORGANIZE MEETING

The process of organizing meetings is divided into several parts that are crucial to maintain and have a legitimate outcome to the meeting.

Define Objective

↓

Deciding attendees

↓

Deciding venue and timing

↓

Preparing meeting notice and agenda

↓

Preparing stationary/projector etc.
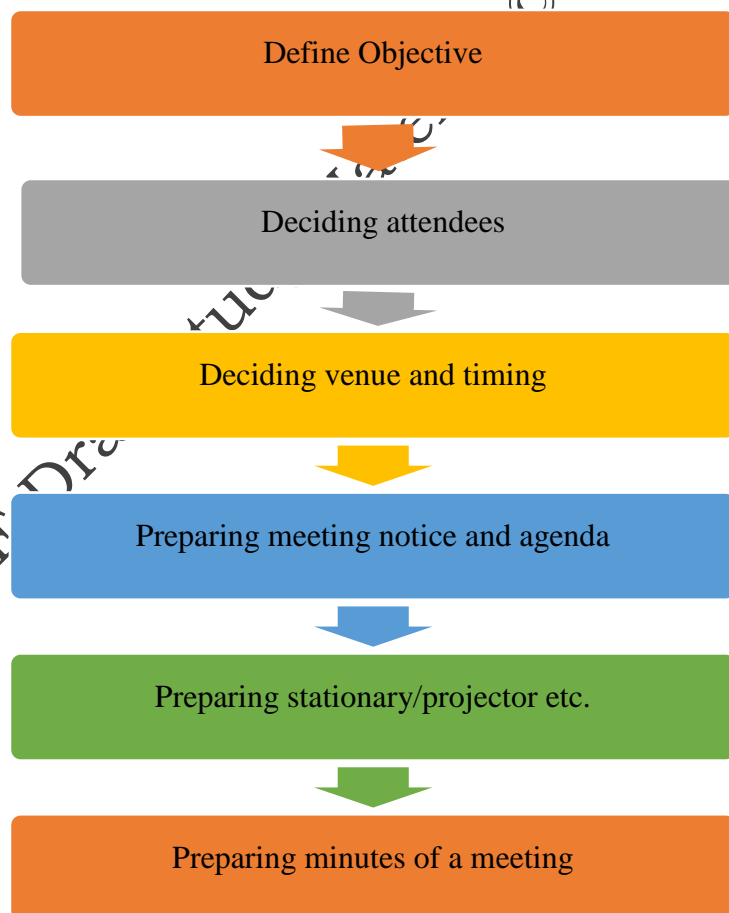
↓

Preparing minutes of a meeting

Fig. 3.12: Process to Organize Meeting

1. **Define objective:** Formal meetings are held to achieve a specific goal.

So this is very important to define clear objective. Once the objective is clear then only planning for the meeting starts. The top management level or middle management level whoever is calling the meeting needs to clearly note down the objective of the meeting to be held. For example: A meeting can be called to discuss new HR policy or to change any existing policy.

2. **Deciding attendees:** The person or the department who is calling the meeting needs to provide a list of attendees to the office assistant so that he/she can prepare the further documents accordingly. The meeting can be Intra-departmental or Inter-departmental.

3. **Deciding venue and timing:** The next step in organizing a meeting is to decide the venue and timing. The venue depends on whether the meeting is face-to-face or virtual. If the meeting is to be held virtually, the virtual platform needs to be finalized. Examples of virtual platforms: Zoom, Skype, Google Hangouts etc.

   If the meeting is to be held face-to-face, the venue is decided according to the number of attendees in the meeting. The selection is also based on convenience, accessibility and availability of equipment. The timing should be convenient to the attendees and even the meeting should end in given timeframe.

4. **Preparing meeting notice and agenda:** Notice and Agenda are prepared and provided to the members in advance.

5. **Preparing stationary/projector etc.:** A well-equipped conference room is as important as notice and agenda. Availability of equipment ensures smooth conduction of a meeting.

LIST OF BASIC EQUIPMENT REQUIRED FOR A MEETING

- **Whiteboard and marker:** The person who has called meeting may want to explain the topic on board. So, there should be a whiteboard and a marker. (Fig. 3.13)

Fig. 3.13: Whiteboard and Marker

- **Comfortable tables and chairs:** The chairs should not be stiff and

uncomfortable, otherwise the members cannot focus on presentation (Fig. 3.14)

Fig. 3.14: Comfortable Tables and Chairs

- **Cords and Cables:** Correct cords and cables should be stocked in advance to avoid connectivity issues (Fig 3.15)

Fig. 3.15: Cords and Cables

- **Projector:** Non-functioning of projector creates disturbance in meeting. Office assistant should check all the technical equipment before the meeting. The screen should also be kept at a distance where it is convenient for everyone to see the presentation (Fig 3.16).

Fig. 3.16: Projector

● **Audio Video Equipment:** If the meeting requires audio/video presentation, then the arrangement of speaker should be there. Audio video arrangement is also required when some of the members are attending the meeting virtually (Fig 3.17).

Fig. 3.17: Audio Video Equipment

● **Internet connectivity:** Internet connection with high speed should be there in the conference room.

● **Other Stationary items:** Along with the above checklist, basic stationary items should be provided to each member like pen, pencil, notepad, ruler, eraser, highlighter, A4 size sheets, sticky notes (Fig. 3.18).

Fig. 3.18: Other Stationary items

https://www.freepik.com/free-photo/top-view-other stationary items

- **Snacks/Tea/Coffee:** The members should be given snacks, tea/coffee during the meeting (Fig 3.19).

Fig. 3.19: Providing Snacks/Tea During Meeting

6. **Minutes of the meeting:** Minutes of a meeting are prepared after the meeting. These minutes are sent to all the members once signed by the authorized person.

Activities

Activity 1: Demonstrate the process of organizing a meeting in a flow chart.

Material Required: Check list, Notepad, Pen /pencil, Drawing sheet, Colour Pencils.

Procedure:

1. Collect the materials required to make the flowchart.

2. Prepare the flowchart by including all the steps to organize a meeting.

   a) Define the objective.

   b) Decide the attendees.

   c) Decide the Venue and timing.

   d) Prepare a list of basic equipment required for a meeting.

3. Ensure about the work completion.

4. Discuss with the classmates in front of the subject teacher.

5. Handle the queries from the classmates.

6. Prepare the flowchart incorporating the required feedback.

7. Make a final report and submit it to the subject teacher.

Activity 2: Prepare pre and post meeting documents.

Material Required: Check list, A4 Size sheets, pen/pencil

Procedure:

1. Divide the whole class into groups 3-4 students in a group)

2. Give them an objective of a meeting. For example: Informing about a picnic to be organized for the employees.

3. Ask each group to prepare:

    a) Notice

    b) Agenda

    c) Report

4. Discuss with the class and provide feedback.

5. Prepare a pre and post meeting documents.

6. Submit the final document to the subject teacher.

Activity 3: Prepare a role play for a meeting followed by minutes of meeting.

Material Required: Check list, Notepad, pen pencil

Procedure:

1. Divide the whole class into groups. (3-4 students in a group)

2. Give them an objective of a meeting. For example: Staring a new project.

3. Ask each group to prepare:

    a) Notice

    b) Agenda

    c) Minutes of meeting

    d) Reports

    e) Attendance

4. After preparation of the documents, give different roles to each group like HR Manager, Finance Manager, CEO etc.

5. Initiate the role play and allow the groups to discuss

6. Ask one group to note down the points discussed in the meeting.

7. Prepare minutes of the meeting.

8. Discuss with the class and provide feedback.

Check Your Progress

A. Fill in the Blanks

1. A _____ is an interaction among people working in an organization.

2. Report is a/an _____document.

3. Preparing minutes of the meeting is the _____ step in organizing a meeting.

4. The two types of documents required for a meeting are_____ and _____.

B. Multiple Choice Questions

1. Notice and Agenda are _____.

   a) Pre-meeting documents

   b) Post-meeting documents

   c) Both of the above

   d) None of the above

2. Minutes of meeting and Reports are _____.

   a) Pre-meeting documents

   b) Post-meeting documents

   c) Both of the above

   d) None of the above

3. Defining objective is the _____.

   a) First step in a meeting

   b) Last step in a meeting

   c) Any of the two

   d) Both of the two

4. Which of these need not be written in a notice?

   a) Name

   b) Address of company

   c) Age

   d) Date

5. Which detail is not mentioned in minutes?

a) Venue of the meeting

b) Date of the meeting

c) Name of the chairman

d) Age of the chairman

C. State whether the following statements are True or False

1. Agenda is provided before conduction of a meeting.

2. Attendance is taken before meeting.

3. After COVID-19, the trend of virtual meeting has decreased.

4. Minutes of Meeting is a post-meeting document.

D. Match the Columns

S.No.	Column A	S.No.	Column B
1	White Board and Marker	A	
2	Comfortable Chairs	B	
3	Cords and Cables	C	
4	Projector	D	

5	Audio-Video equipment	E	
6	Stationary	F	

E. Short Answer Questions

1. What is a meeting?

2. List out the stationary items to be used in a meeting.

3. Why defining objective is important before conducting a meeting?

4. What is an Agenda?

5. Name some virtual platforms to organize meetings.

F. Long Answer Questions

1. Write the format of minutes of a meeting.

2. What all necessary points a report should include?

G. Check Your Performance

1. Draw a flowchart of process to be followed while organizing a meeting.

2. Prepare a report for a meeting conducted in an organization by taking any suitable example.

3. Prepare a notice to inform all the employees that organization has organized a sports event in near future for all the employees.

MODULE 4	ORGANISATIONAL COMMUNICATION

Module Overview

Organizational communication refers to the exchange of information and messages between individuals or groups within an organization to achieve its goals and objectives. It involves the transmission of information, ideas, opinions, and feedback among different levels of an organization, including employees, managers, and executives.

Organizational communication is the process of exchanging information and messages within and between organizations. Effective organizational communication is essential for the smooth functioning of an organization, as it helps to build strong relationships among employees, management, and stakeholders. Organizational communication includes both formal and informal communication and can take many different forms, including face-to-face communication, written communication, electronic communication, and nonverbal communication. The study of organizational communication can help to identify communication barriers and develop strategies for effective communication within an organization.

Effective organizational communication is crucial for the smooth functioning of a business. It helps in maintaining a healthy work environment, improving employee morale, and increasing productivity. It also helps in to ensure at all members of the organization are working towards the same goals and objectives.

Organizational communication can take various forms, including face-to-face communication, emails, memos, reports, meetings, presentations, and social media platforms. It can be formal or informal, upward or downward, and horizontal or diagonal.

In summary, organizational communication is an essential aspect of any business or organization that involves the exchange of information and messages to achieve its goals and objectives. Organizational communication refers to the process of exchanging information, ideas, and messages within and between organizations. It involves the flow of information among individuals and groups within an organization and between organizations, including customers, suppliers, and other stakeholders.

Effective organizational communication is essential for the success of any organization. It can improve employee morale, reduce conflicts, increase productivity, and enhance organizational performance. Some important elements of organizational communication include clarity, accuracy, timeliness,

relevance, and authenticity.

There are several types of organizational communication, including upward communication, downward communication, horizontal communication, and diagonal communication. Upward communication is communication that flows from lower-level employees to higher-level employees, while downward communication is communication that flows from higher-level employees to lower-level employees. Horizontal communication is communication that takes place between colleagues at the same level within an organization, while diagonal communication is communication that takes place between individuals at different levels or departments within an organization.

Managing office communication mediums involves selecting appropriate channels and ensuring effective use of those channels to facilitate communication among team members. Some tips to help the office assistant manage office communication mediums are to determine the purpose of each communication and select the appropriate channel to match that purpose. For example, if you need a quick response, email might not be the best option, and a messaging app or a phone call might be more effective. Clearly outline the expected communication protocols and guidelines in your office, including which channels are used for specific types of communication, response times, and the tone and language to be used in different situations. Ensure that all team members have access to the necessary communication tools and provide training and support on how to use them effectively. This can include training on email etiquette, messaging app features, and video conferencing tools. Encourage team members to provide feedback on the effectiveness of communication channels and regularly review the communication protocols to make necessary adjustments. Periodically review the communication channels being used in your office and assess their effectiveness in achieving communication goals. Make changes as needed to optimize communication.

This unit consists of four sessions. Session 1 describes the fundamentals of organisational communication. The second unit discusses about office communication mediums. Session three elaborates various letters/circulars/order formats and the fourth session is about handling the internet and emails.

Learning Outcomes

After completing this module, you will be able to:

- Demonstrate the Fundamentals of organizational communication
- Manage the office communication mediums
- Prepare various letters/circular/order formats
- Handle the Internet and emails

Module Structure
Session 1: Fundamentals of Organizational Communication
Session 2: Office Communication Mediums
Session 3: Letters, Circulars and Order Formats
Session 4: Internet And Emails

Session 1: Fundamentals of Organisational Communication

Organizational communication is a fundamental aspect of any successful business or institution. It refers to the exchange of information, ideas, and messages within an organization, and it plays a pivotal role in achieving the organization's goals and maintaining a healthy work environment. Here is a brief introduction to the fundamentals of organizational communication:

1. **Purpose and Goals**: Organizational communication serves various purposes, including conveying information, coordinating activities, making decisions, and building relationships. It is essential to align communication efforts with the organization's goals and objectives.

2. **Channels of Communication**: Communication can occur through various channels, including face-to-face interactions, written documents, emails, phone calls, meetings, and digital platforms. Understanding when and how to use these channels effectively is crucial.

3. **Formal vs. Informal Communication**: Formal communication follows established organizational hierarchies and structures, such as official memos or reports. Informal communication, on the other hand, involves spontaneous interactions and conversations that can occur at any level of the organization.

4. **Internal vs. External Communication**: Internal communication focuses on interactions within the organization among employees and departments. External communication involves interactions with stakeholders outside the organization, such as customers, suppliers, and the media.

5. **Sender-Receiver Model**: Communication typically involves a sender (the person or entity transmitting the message), a message (the information being conveyed), and a receiver (the person or group receiving the message). Effective communication requires clarity, encoding, transmission, decoding, and feedback.

6. **Feedback and Two-Way Communication**: Encouraging feedback and creating a culture of two-way communication is essential. This allows for the exchange of ideas, concerns, and questions, promoting engagement and understanding.

7. **Barriers to Communication**: Various barriers, such as language

differences, noise, perception, and cultural diversity, can hinder effective communication. Recognizing and addressing these barriers is vital for improving communication within the organization.

8. **Organizational Culture**: The culture of an organization greatly influences communication patterns. A healthy organizational culture promotes open, transparent, and respectful communication, while a toxic culture can lead to misunderstandings and conflicts.

9. **Technology and Communication**: Advances in technology have transformed organizational communication. Tools like email, instant messaging, video conferencing, and collaboration platforms have become integral in facilitating communication across distances and time zones.

10. **Crisis Communication**: In times of crisis or change, effective communication is crucial to manage the situation, reassure stakeholders, and maintain trust. Having a well-defined crisis communication plan is essential.

11. **Ethical Considerations**: Ethical communication is essential for maintaining trust and credibility. Organizations must communicate truthfully, respect confidentiality, and consider the ethical implications of their messages.

12. **Leadership Communication**: Leaders play a critical role in setting the tone for organizational communication. Effective leaders are good communicators who inspire and engage their teams.

In summary, organizational communication is the lifeblood of any successful organization. It involves the exchange of information, ideas, and messages to achieve common goals, foster collaboration, and maintain a healthy workplace culture. Understanding these fundamentals is essential for leaders and employees at all levels to enhance communication within the organization.

Office communication refers to the exchange of information between individuals or groups within a workplace environment. Effective communication is essential to the success of any organization, as it helps to establish clear goals, objectives, and expectations. The following are some of the fundamentals of office communication:

1. **Clarity:** Communication should be clear and concise. All parties should understand the message being conveyed and should be able to respond appropriately.

2. **Listening:** Active listening is an essential component of effective communication. Employees should be encouraged to listen to one another to ensure that everyone's opinions and concerns are heard and understood.

3. **Tone:** Tone can be just as important as the words being spoken. Employees should be mindful of their tone and use appropriate language and gestures when communicating.

4. **Nonverbal communication:** Nonverbal communication includes body language, facial expressions, and tone of voice. These nonverbal cues can significantly impact the message being conveyed.

5. **Feedback:** Feedback is an essential part of effective communication. Employees should be open to receiving feedback and should provide feedback to their colleagues in a constructive and respectful manner.

6. **Technology:** Technology has revolutionized the way we communicate in the workplace. It is essential to use technology appropriately and to ensure that all employees have access to the necessary tools and resources.

7. **Professionalism**: Professionalism is essential in all forms of communication. Employees should be respectful, courteous, and mindful of the workplace environment and culture.

By following these fundamentals of office communication, employees can establish clear and effective communication within the workplace, resulting in increased productivity, improved morale, and better relationships among colleagues.

There are several methods of communication in an office, including:

- **Verbal communication:** This involves face-to-face conversations, meetings, or phone calls between colleagues, managers, and clients.

- **Written communication:** This includes emails, memos, letters, reports, and other written documents that are used to convey information between colleagues, departments, and clients.

- **Nonverbal communication:** This includes body language, facial expressions, and gestures that can convey meaning in a conversation.

- **Video conferencing:** This method involves using technology to communicate with colleagues or clients who are not physically present in the office.

- **Instant messaging:** This involves using software such as Slack or Microsoft Teams to communicate with colleagues in real-time.

- **Collaboration tools:** This includes project management software, online document-sharing tools, and other digital platforms that allow teams to collaborate on projects and share information.

- **Notice boards:** These are physical boards in the office where important information and announcements can be posted for everyone to see.

The choice of communication method will depend on the message being conveyed, the recipient, and the context in which the communication is taking place.

The importance of communication in an organization

1. Motivation Promotion
2. Source of information
3. Altering individual's attitudes
4. Helps in socializing
5. Controlling process

The purpose of communication in the organization includes:

1. To achieve coordinated action
2. Express feelings and emotion
3. Share organizational goals
4. Task directions
5. Achieve effective control
6. Encourage employees' participation in decision

   Below fig.4.1 indicates the importance of communication

Fig. 4.1:Importance of communication in an organization

Meaning of Office Communication

Office communication is the process of sharing knowledge and ideas between one person or group and another person or group within an organization both verbally and non-verbally. To communicate means to make conversation. This is an ordinary function in our daily life. This is necessary to make contacts, to explain things, to exchange ideas, to convey information, to give instruction, and to remove misunderstandings. According to Prof. Allen, "It is a bridge of meaning. It consists of a systematic and continuous telling, listening, and understanding." It is clear that communication is complete when the message

sent by the communicator is understood. It is a bridge of meaning, i.e., the meaning of a message is understood in the same sense by the communicator and the communicate.

Effective communication is a building block of successful organizations: In other words, communication acts as organizational blood. Whether the purpose is to update employees on new policies, to prepare for a weather disaster, to ensure safety throughout the organization or to listen to the attitudes of employees, effective communication is an integral issue in effective management. All managers and employees need to be aware of how people behave in order to provide the best working environment. Organizational behavior is about how people may be motivated to work together in more effective ways. The interaction required to direct a group toward a set of common goals is called organizational communication. In each of these interactions, we are occasionally satisfied but sometimes frustrated by incompetence, insensitivity and lack of coordination, all of which result from ineffective organizational communication. A deeper understanding of communication permits us to better comprehend the factors that contribute to a successful organization.

Studies have found a strong relationship between the levels of communication in an organization and job performance and satisfaction. When people communicate with each other, they exchange various forms of talks such as ideas and information through a common system of symbols. Typical communication can include writing in a diary, watching television, talking with friends, and speaking on the telephone. It has been estimated that people spend more time communicating than they spend on any other complex activity in life. Human communication takes place on many levels, from the simplest interpersonal and small-group exchanges among friends to mass communication, as experienced in public speeches, Organizations, magazines, or news broadcasts. All such communication happens because participants in the process share an understanding of certain symbols and exchange them in a systematic or orderly way.

Various Types of Office Communication

Office communication may be broadly classified into two types: (1) Internal Communication and (2) External Communication.

1. **Internal Communication**

Internal communication plays a very important role in the efficient performance of office operations. It refers to exchange of information and messages between persons and departments of the organization. It is the responsibility of the office assistant to see that the function of exchange of information and messages is facilitated through a proper system of communication.

Choice of Means of Internal Communication

Internal communication should be such which maximizes efficiency at minimum cost and optimum speed. In order to achieve these objectives, the communication system must have the following characteristics:

i. Clarity is a fundamental necessity is case of communication. The system should allow clear communication.

ii. The system should be simple to operate and need not require elaborate set up.

iii. The communication system should be cheap to install and to run.

iv. It is desired that the communication must attract the full attention of the receiver immediately on its receipt.

v. The means of communication must also ensure safety of the message to be sent.

vi. The system chosen for communication should be economical.

vii. There must be speed in transmission of messages.

Internal communication may be divided into two:

a) **Oral Communication**

It is communication through words and sounds. The message is passed orally. It can be used for both internal and external communication. It is personal and informal. Oral communication is done by face-to-face conversation and through mechanical devices.

i. **Face to Face Conversation**

This is the most natural way of transmitting the message. It is a face-to-face verbal conversation between two persons. It is interpersonal. The sender of the message and receiver the of message face each other. It uses speech as well as body language. Body language consists of: facial expression, eye contact, body postures, hand movements, and gesture

Face-to-face communication is more successful because the communicator can make the listener to stand his message not only by the spoken words but also by the gestures he takes. Face-to-face conservation (Fig 4.2) occurs in committee meetings, lectures, conferences, social gathering, interviews, personnel- outselling, conference and discussion etc.

Fig. 4.2:Face to Face Communication
https://www.freepik.com/free-photo/top-face to face communication

ii.   **Mechanical Devices**

The oral communication is done through mechanical devices. The mechanical devices serve as channels for transfer of oral message. The mechanical devices can be telephone, mobile phone, intercom system, dictating machine, bells, buzzers, lights, loudspeakers, voice mail through Internet etc. (Fig. 4.3)

Fig. 4.3: Devices for Communication

https://www.freepik.com/free-photo/tel-communication

b) **Written Communication**

Effective internal communication is fundamental to the existence of any office. Internal communication, also known as inter-communication, is a major function of an organization having a number of departments or sections, internal communication may be:

(i)   Inter-departmental, i.e., communication among the employees of the same department; or

(ii) Intra-department, i.e., communication among different departments of the organization.

(iii) **Downward Communication:** It means the flow of communication from the top management downward to the operating level. It may also

be called a communication from a superior to a subordinate. It follows the line of authority from the top to the bottom of the organization hierarchy. Downward communication consists of plans, instructions, orders, rules etc.

(iv) **Upward Communication:** Upward communication means the flow of information from the lower levels of the organization to the higher levels of authority. It passes from subordinate to superior, for example, from worker to foreman from foreman to manager, from manager to general manager, etc. Communication of this type includes ideas, suggestions, complaints, appeal, ports etc. Upward communication is very important as it serves as the feedback on the effectiveness of downward communication.

2. **External Communication**

External communication involves exchange of messages or information with outsiders, i.e.; customers, creditors, dealers, government, suppliers etc. It is important to note that external communication may be regarded as the backbone of modern business. There are two broad categories of external communication – oral communication and written communication as it is in the case of internal communication.

a) Oral Communication

i.   Face-to-Face meeting (Personal visit)

ii.   Telephones

Both these have already been discussed under Internal communication.

b) Written External Communication

External communication typically includes email, brochures, newsletters, posters, advertisements, and other forms of multimedia marketing designed to attract customers, partners, and suppliers to conduct profitable business transactions.

Office communication refers to the exchange of information and messages between individuals or groups within a workplace environment. This can include verbal, written, and nonverbal forms of communication and can take place in a variety of settings, such as in-person meetings, phone calls, emails, instant messaging, video conferencing, and memos.

Effective office communication is essential for the smooth functioning of any organization, as it helps to build relationships, foster collaboration, and promote understanding among colleagues. It can also help to clarify expectations, share ideas, provide feedback, and make important decisions. Poor communication, on the other hand, can lead to misunderstandings,

conflict, and decreased productivity.

here are several types of office communication that are commonly used in workplaces, including:

1. Verbal communication: This is communication that takes place through spoken words. It can be face-to-face or over the phone.

2. Written communication: This type of communication involves the use of written words, such as email, memos, reports, and letters.

3. Nonverbal communication: This type of communication involves the use of body language, facial expressions, gestures, and tone of voice.

4. Electronic communication: This includes any type of communication that takes place through electronic devices, such as email, instant messaging, video conferencing, and social media.

5. Formal communication: This type of communication is typically used in a professional setting, such as a workplace. It follows a set of established protocols and procedures.

6. Informal communication: This type of communication is less structured and can take place in a more casual setting, such as around the office water cooler or during a lunch break.

7. Interpersonal communication: This type of communication takes place between two or more people and involves the exchange of information, ideas, or feelings.

8. Group communication: This type of communication takes place between members of a group or team and is typically used to coordinate tasks or projects. It can take place in person or through electronic means.

Overall, effective communication is crucial in the workplace, regardless of the type of communication being used.

Types of Written External Communication

1. Memos – These are brief notes used to convey information

2. Reports – Reports are written accounts of events that might take place in an office

3. Bulletins – Bulletin is a brief note focusing on the most crucial details of an event/information.

4. Job descriptions – A job description provides people with the information regarding a particular job role.

5. Employee manuals – These are handbooks provided by a company to its employees.

6. Emails – Electronic mails or e-mails is a source of written communication through the internet(Fig.4.4).

Fig. 4.4: Email

https://www.freepik.com/free-photo/top-view-email-

Activities

Activity 1: Prepare a chart on various types of office communication

Material required: Pencil, Copy, and a sheet of Paper

Procedure:

1. Visit any organisation in groups.

2. Talk to the HR manager of the organization and gather information about the organisational structure.

3. Gather information about organizational communication.

4. Meet the employees and request them to allow the students to observe the communication of the worker.

   a) note down their way of communication with fellow workers.

   b) Prepare a chart on sheet paper.

   c) Demonstrate in the class and take a feedback.

4. Incorporate the changes in the chart.

5. Prepare the chart according to the changes.

6. Submit the final chart to the subject teacher.

Activity 2: Transmitting and interpreting a message, to understand one

another.

Material required: Pencil and a sheet of paper.

Procedure:

1. Divide students' groups into pairs

   a) Assign one person in the pair the role of speaker.

   b) Assign other the role of listener.

   c) Without letting the listener see, give the speaker a picture of geometric shapes.

   d) The speaker needs to describe the picture to the listener, who is not allowed to speak.

   e) Once the listener has finished drawing, compare the attempt to the original picture.

2. This activity shows what happens when communication breaks down. In particular, it shows the importance of two-way communication. It demonstrates that, in addition to transmitting and interpreting a message, communication is about creating strategies to understand one another.

3. Consider how someone may misinterpret unclear instructions — including how the activity would have had different results if the listener was able to ask questions.

4. Prepare a report on the above activity.

5. Submit the report to the subject teacher.

Activity 3: Role Play of Office Communication

Material required: Playing cards, Pencil, Chairs and Tables

Procedure:

1. Make a group of six people to create a minimum of three teams. It's even better if each team is made up of three or four people.

   a) For each employee, take five playing cards.

   b) Cut the playing card diagonally from each corner to create four triangular pieces.

   c) Mix up the pieces and give each team an envelope containing the same number of pieces.

2. The teams will need to sort their pieces to see what they need to create complete cards.

3. Give them around eight minutes to negotiate with the other teams for the

pieces they need. The winner is the team that has the most complete cards.

4. This activity teaches employees the importance of empathy in communication. Employees need to use negotiation tricks to improve their chances of receiving the card pieces they want.

5. Talk about what strategies they used, including what worked and what didn't.

6. Compile all the activities done in the class.

7. Make a report and take a feedback from a teachers and other groups.

8. Make the necessary changes and prepare a final report and submitted to the teacher.

Check Your Progress

A. Fill in the Blanks

1. _____method involves using technology to communicate with colleagues or clients who are not physically present in the office.

2. _____involves using software such as Slack or Microsoft Teams to communicate with colleagues in real-time

3. _____ means the flow of communication from the top management downward to the operating level.

4. There are two broad categories of _____communication _____oral communication and written communication as it is in the case of internal communication.

B. Multiple Choice Questions

1. Upward communication mean _____
   a) the flow of information from the lower levels of the organization to the higher levels of authority
   b) the flow of the middle authority to upper authority in the organisation
   c) the flow of information from upper authority to lower authority
   d) a and b both

2. Organisational Communication refers to _____
   a) the exchange of information,
   b) exchange of gossips
   c) exchange of workload

d) None of the above

3. External communication typically includes _____

   a) Email

   b) Multimedia marketing

   c) Advertisement

   d) Above all

4. Formal communication means

   _____

   a) a professional setting, such as a workplace. It follows a set of established protocols and procedures.

   b) It is a meeting done by Board Members.

   c) a professional letter issued by the management.

   d) an informal setting such as canteen or around the water cooler area.

C. State whether the following statements are True or False

1. Nonverbal communication: This type of communication involves the use of body language, facial expressions, gestures, and tone of voice.

2. Informal communication is structured and can't take place in a more casual setting, such as around the office water cooler or during a lunch break.

3. Role play in communication teaches employees the importance of empathy in communication.

4. The type of communication takes place between members of a group or team is called one to one communication.

D. Match the Columns

Column A	Column B
1. Effective office communication 2. Verbal communication 3. Organisational Communication 4. Written communication	a. Face to face b. Smooth functioning c. memos d. exchange of information

E. Short Answer Questions

1. Write the Importance of Organisational Communication

2. What is the meaning of communication?

3. Draft An official mail

4. What is verbal communication?

F. LongAnswer Questions

1. Explain the various types of office communication.

2. 2.Discuss the various types of communication.

3. Explain the formal and informal communication.

4. Elaborate the written external communication.

G. Check Your Performance

1. Role play the formal and informal office communication with group.

2. Make a flow chart on types of communication.

Session 2: Office Communication Mediums

Managing office communication mediums is an essential part of running a successful workplace. Here are some tips to help you manage office communication effectively:

1. **Determine the best communication mediums:** Consider the type of information you need to share and who you need to communicate with. Then, choose the communication medium that works best for your needs. For instance, emails work well for formal communication, while instant messaging is great for quick and casual communication.

2. **Set communication policies:** Establish clear policies on how and when employees should use different communication mediums. This helps prevent confusion and ensures that everyone is on the same page.

3. **Provide training:** Ensure that all employees understand the various communication mediums that are available and how to use them effectively. Offer training sessions if necessary.

4. **Encourage transparency:**Encourage employees to be transparent with their communication. This helps to avoid misunderstandings and encourages honesty and collaboration.

5. **Use collaboration tools:** Consider using collaboration tools such as project management software, shared calendars, and virtual whiteboards to facilitate effective communication and teamwork.

6. **Prioritize confidentiality:** Ensure that confidential information is shared only with the appropriate people and through secure communication channels.

7. **Monitor communication:** Monitor communication channels to ensure that they are being used appropriately and that employees are following established policies.

By following these tips, you can effectively manage office communication mediums and create a productive and collaborative workplace.

Managing office communication mediums involves selecting appropriate channels and ensuring effective use of those channels to facilitate communication among team members. Here are some tips to help you manage office communication mediums:

1. **Choose the right communication channels:** Determine the purpose of each communication and select the appropriate channel to match that purpose. For example, if you need a quick response, email might not be the best option, and a messaging app or a phone call might be more effective.

2. **Establish clear communication guidelines:** Clearly outline the expected communication protocols and guidelines in your office, including which channels are used for specific types of communication, response times, and the tone and language to be used in different situations.

3. **Provide training and support:** Ensure that all team members have access to the necessary communication tools and provide training and support on how to use them effectively. This can include training on email etiquette, messaging app features, and video conferencing tools.

4. **Encourage feedback:**Encourage team members to provide feedback on the effectiveness of communication channels and regularly review the communication protocols to make necessary adjustments.

5. **Regularly review and assess communication channels:** Periodically review the communication channels being used in your office and assess their effectiveness in achieving communication goals. Make changes as needed to optimize communication.

By following these tips, you can effectively manage your office communication mediums and create a more efficient and productive workplace.

Managing office communication mediums can be a challenging task, but as an office assistant you should:

1. **Identify the appropriate communication mediums:** Determine the most appropriate mediums to use for different types of communication. For example, emails may be suitable for formal communications, while instant messaging or phone calls may be more appropriate for urgent or informal communications.

2. **Establish guidelines:** Create guidelines that outline when and how each

communication medium should be used. These guidelines should also address the expected response time for each medium.

3. **Provide training:** Provide training to employees on the use of different communication mediums. This can help ensure that everyone is using the mediums correctly and effectively.

4. **Set expectations:** Set clear expectations with employees regarding their availability and response time for each communication medium. This can help ensure that everyone is on the same page and that communication is consistent.

5. **Prioritize communication:** Prioritize communication based on its urgency and importance. This can help ensure that important messages are addressed promptly, and less urgent messages can wait.

6. **Evaluate regularly:** Regularly evaluate the effectiveness of your communication strategies and adjust as needed. This can help ensure that your communication practices are up-to-date and meeting the needs of your team.

TELECOMMUNICATION DEPARTMENTS

The telecommunication department is responsible for designing, implementing, and maintaining telecommunications systems and networks. This can include technologies such as phone systems, internet infrastructure, and other communication devices and services.

In general, a telecommunication department may be responsible for the following tasks:

1. Developing and implementing telecommunications strategies and plans to meet the organization's needs

2. Designing and installing telecommunications systems and networks

3. Maintaining and upgrading existing telecommunications systems and networks

4. Troubleshooting and resolving issues related to telecommunications systems and networks

5. Ensuring compliance with telecommunications regulations and standards

6. Providing training and support to users of telecommunications systems and networks

Telecommunication departments can be found in a variety of organizations, including corporations, government agencies, and educational institutions. The specific responsibilities of the department may vary depending on the organization and its needs.

PROCEDURE OF GETTING TELEPHONE CONNECTIONS

In today's digital age, where mobile phones reign supreme, landline connections might seem like a relic of the past. However, for those seeking reliable communication, clear call quality, and even bundled internet options, a landline can be a valuable addition to their home or business. So, if you're considering getting a telephone connection, here's a step-by-step guide to navigate the process:

1. **Research Your Options**

- Availability: Not all areas have readily available landline service. Check with local providers or consult online resources to confirm availability in your specific location.

- Providers: Compare different service providers in your area. Consider factors like network coverage, call quality, features offered, pricing, and customer reviews.

- Plans: Landline plans typically include various features like unlimited local calls, long-distance options, internet bundles, and caller ID. Choose a plan that best fits your needs and budget.

2. **Make the Connection**

- Contact your chosen provider: You can contact them through their website, phone call, or by visiting a local store.

- Choose a service type: Decide if you want a new phone line or want to transfer an existing number.

- Provide necessary information: Be prepared to share personal details like ID proof, address proof, and contact information.

- Schedule installation: Discuss and finalize a convenient date and time for the technician to visit your premises.

3. **Installation and Activation**

- Technician visit: The technician will install the necessary equipment, such as telephone jacks and wiring, and connect it to the provider's network.

- Testing and activation: The technician will test the phone line and activate the service.

- Payment: Depending on the provider's policy, you may need to pay installation fees or any upfront charges at this stage.

4. **Additional Tips**

- Check for special offers or promotions: Many providers offer discounts or

- bundled deals for new customers.

- Ask about additional features: Inquire about call waiting, voicemail, caller ID, and other features you might find beneficial.

- Keep paperwork handy: Save copies of your application, service agreement, and any relevant receipts for future reference.

- Contact customer support: Don't hesitate to reach out to customer support if you encounter any issues with your service or have any questions.

The specific procedures may vary slightly depending on your location and chosen provider. Always consult the provider's website or contact them directly for the most accurate and up-to-date information.

By following these steps and doing your research, you can easily navigate the process of getting a telephone connection and enjoy the benefits of reliable landline communication.

Additionally, please note the above steps guide primarily focuses on landline connections, but the general steps may also apply to getting internet or other bundled services.

DIFFERENT TYPES OF CALLS AND THE TARIFF/ RENT/ CHARGES

Different Types of Calls and Associated Charges

The specific tariffs, rents, and charges for various types of calls will vary depending on your location, telephone service provider, and chosen plan. However, here's a general overview of common categories and their associated costs:

1. Local Calls

- Description: Calls made within a specific geographical area, usually covered by your local service provider.

- Pricing: Typically, local calls come included in most landline plans and are often unlimited within the designated area. Some plans might charge per minute for excess local calls.

- Example: Calling a business or residence within your city.

2. Long-Distance Calls

- Description: Calls made outside your local service area, either within the same country or internationally.

- Pricing: Long-distance calls are usually not included in basic plans and incur separate charges per minute. The rates can vary significantly depending on the destination and chosen plan. Some providers offer discounted long-distance packages or bundled options with

international calling.

- Example: Calling a friend or family member in another state or country.

3. Mobile Calls

- Description: Calls made to or from mobile phones.

- Pricing: Mobile calls will be charged according to your mobile plan and may differ from landline rates. Some plans offer unlimited calls to other subscribers on the same network, while others charge per minute or have bundled allowances.

- Example: Calling someone on their mobile phone from your landline.

4. International Calls

- Description: Calls made to or from overseas destinations.

- Pricing: International calls tend to be the most expensive category, with varying rates depending on the target country and chosen plan. Some providers offer specific international calling packages or discounted rates for frequently called destinations.

- Example: Calling a business partner in another country.

5. Special Services

- Description: Services like conference calling, call waiting, voicemail, and caller ID might have additional charges beyond your basic plan.

- Pricing: These services usually come with monthly subscription fees or per-use charges depending on the provider and specific service.

- Example: Setting up a conference call with multiple participants.

  Additional Points:

- Some providers offer flat-rate plans that include unlimited local and/or long-distance calls within a specific timeframe or region.

  Pay-as-you-go options are also available, where you only pay for the minutes you use, often at per-minute rates higher than bundled plan.

- Online tools and calculators provided by your service provider can help you estimate costs for different types of calls based on your specific plan and chosen destination.

  Remember to check the details of your chosen plan and understand the pricing structure for various types of calls before making them. This will help you avoid unexpected charges and manage your telecommunications budget effectively.

USE OF A TELEPHONE DIRECTORY

Telephone directories, once ubiquitous in homes and businesses, have largely transitioned to online formats in the digital age. While their physical form may be waning, their core purpose of connecting people and businesses through contact information remains as relevant as ever. Here's a look at the various uses of telephone directories:

1. Finding Contact Information

- People: The primary function of a telephone directory is to locate phone numbers and addresses for individuals. You could look up an old friend, a potential client, or even a long-lost relative using their name or previous address. (Fig.4.5)

Fig.4.5: Person Flipping Through the Pages of a Phone Book

- Businesses: Similarly, directories list businesses by category and geographic location. Whether you're searching for a plumber, a local restaurant, or the nearest auto repair shop, a directory can point you in the right direction.

2. Historical Research

- Genealogy: Old telephone directories can be valuable resources for genealogists seeking information about past generations. Tracing phone numbers from previous decades can lead to clues about family members' residences and occupations.

- Local History: Directories can also offer insights into the evolution of communities and businesses over time. Studying changes in listings and advertisements can paint a picture of a neighbourhood's development or the rise and fall of local industries.

3. Emergency Preparedness:

- Important Numbers: Directories often list essential contact information like emergency services, hospitals, and government agencies. Having a physical copy readily available can be crucial in

situations where online access is limited.

4. Marketing and Advertising:

- Targeted Reach: Businesses can utilize directories to target specific demographics or geographic areas with their advertisements. Placing ads in relevant categories can help them connect with potential customers who are actively seeking their services.

5. Offline Resource:

- Accessibility: Telephone directories provide an alternative communication channel for individuals who may not have reliable internet access or lack the digital literacy to navigate online resources.

- Backup: In case of power outages or internet disruptions, a physical directory can serve as a backup source for essential contact information.

While online directories offer increased convenience and search capabilities, the traditional phone book still holds value in its own right. Its historical significance, offline accessibility, and targeted advertising options ensure its continued relevance in the digital age.

It's important to note that the use of physical telephone directories has significantly declined in recent years, and their availability may vary depending on your location. However, online directories and phone search engines like Google have largely taken over their functionality, providing similar and often more comprehensive search capabilities.

TELEPHONE BILLS

A telephone bill, also known as a phone bill, is a statement of charges from your telephone service provider for the services and usage you incurred during a specific billing period. It's essentially an itemized invoice detailing what you owe for using your phone.

Breakdown to find in a typical telephone bill:

Basic service

- Line rental: The monthly cost of having a phone line active and connected to the network.

- Taxes: Government taxes applied to your phone service.

- Emergency fees: Charges for access to emergency services like 911.

Usage charges

- Local calls: Cost of calls made within a specific local area, usually at a

flat rate.

- Long-distance calls: Cost of calls made outside your local area, typically charged per minute.

- Mobile data: Charges for internet usage on your mobile phone.

- Text messages: Cost of sending and receiving text messages.

- International calls: Charges for calls made to different countries.

  Additional services:

- Voicemail: Cost for accessing and storing voice messages.

- Caller ID: Charge for seeing the caller's phone number when they call.

- Call waiting: Ability to receive another call while on an existing call, often with an associated fee.

- Premium services: Charges for optional services like ring tones, horoscopes, or news updates.

Discounts and credits

- Promotional offers: Temporary discounts or free services offered by your provider.

- Loyalty discounts: Discounts awarded to long-term customers.

- Automatic credits: Refunds for service outages or billing errors.

  Additional information:

- Billing period: The date range covered by the bill.

- Due date: The date your payment is due to avoid late fees.

- Customer service information: Contact details for your provider's customer service department.

Telephone bills can vary depending on the type of service (landline, mobile, bundled), provider, and selected plan.

EPABX System

An EPABX system, which stands for Electronic Private Automatic Branch Exchange, is a type of private telephone network used by organizations and businesses for internal and external communication. It's essentially a mini phone company within your company, managing all your calls and lines (Fig 4.6)

- **Internal communication:** Allows employees to make calls to each other within the company using extension numbers instead of dialling external phone numbers. This can save on costs and make communication more efficient.

- **External communication:** Connects the company to the public telephone network so employees can make and receive calls from outside the company.

- **Call routing:** Directs incoming calls to the appropriate extension or department based on predetermined rules. This can ensure that calls are answered promptly by the right person.

- **Call features:** Provides a variety of features such as voicemail, call waiting, call forwarding, conferencing, and caller ID. These features can improve communication efficiency and productivity.

Benefits of EPABX system:

- **Reduced costs:** EPABX systems can save businesses money on phone bills by providing features such as call routing and voicemail, which can reduce the number of outgoing calls.

- **Improved communication:** EPABX systems can improve communication within and outside the company by providing features such as call forwarding, conferencing, and caller ID.

- **Increased productivity:** EPABX systems can help employees to be more productive by providing features such as voicemail and call waiting, which allow them to answer calls without interrupting their work.

- **Scalability:** EPABX systems can be easily scaled to meet the needs of a growing business.

Different types of EPABX systems

- **Analog EPABX:** These are the traditional type of EPABX system and use analog technology.

- **Digital EPABX:** These are newer type of EPABX system and use digital technology. Digital EPABX systems offer more features and are more flexible than analog EPABX systems.

- **IP PBX:** These are the latest type of EPABX system and use Voice over IP (VoIP) technology. IP PBX systems offer all the features of digital EPABX systems and can also be used to make and receive calls over the internet.

Fig. 4.6: EPABX system equipment

Activities

Activity 1: Demonstrate how to operate EPABX system

Material Required: Pen, Pencil and Notebook

Procedure:

1. Visit any organisation with students' group.

2. Meet the Telephone Operator and take permission from authority to see the demonstration.

   a) Minutely observe the working of the operator.

   b) Note down all the activities line by line.

   c) Make a detailed report.

   d) Draw the working in a manner that you would be able to operate it when required.

3. Make a detailed report of the EPBAX working Model.

4. Give a presentation in the class and take a feedback.

5. Incorporate the changes and prepare a final report.

6. Submit the report to the subject teacher.

Activity 2: Role play on talking/handling calls

Materials Required: Pen, Pencil, Note Book and Telephone

Procedure:

1. Take the students to the office of the school.

2. Take permission to use office Telephone from the concerned authority.

3. Divide the students in group.

   a) Provide different role to each student like telephone operator, client

etc.

b) Ask the students to do Role play on the given role by using the telephone.

c) Observe the performance.

d) Note down the performance.

e) Grade them according to the performance.

f) Prepare a result according to the performance.

4. Show the result to the class teacher, and take a feedback.

5. Prepare final result by incorporating the changes.

6. Submit the final result to the class teacher.

Check Your Progress

A. **Fill in the Blanks**

1. EPABX systems can improve communication within and _____ the company.

2. _____ Directs incoming calls to the appropriate extension or department based on predetermined rules.

3. _____ Ability to receive another call while on an existing call, often with an associated fee.

4. _____ _____ once ubiquitous in homes and businesses, have largely transitioned to online formats in the digital age.

B. **Multiple Choice Questions**

1. EPABX stands for
   a) Electronic Private Automatic Branch Exchange
   b) Electric Portable Automatic Branch Exchange
   c) Electronic portable Automated Brand Exchange
   d) Electronic priority for automated Branch Exchange

2. Tariff means
   a) Tarotcard
   b) Rate card
   c) Rate card of Telephones
   d) None of the above

3. Procedure of getting Telephone connections
   a) Research the options
   b) asks a friend
   c) Make the Connection
   d) a & c

4. Telephone Directory
   a) is an instrument used for calling?
   b) is a book used to get the information about the name and numbers?

    c) is used in directing the students

    d) is used for dictating numbers

C. State whether the following statements True or False

1. A telephone bill includes charges for services and usage incurred during a specific billing period.
2. Long-distance calls are typically charged at a flat rate within a specific local area.
3. EPABX systems can only handle internal communication within an organization and cannot connect to the public telephone network.
4. Analog EPABX systems use digital technology and offer more features compared to digital EPABX systems.
5. IP PBX systems utilize Voice over IP (VoIP) technology and can be used to make and receive calls over the internet.

C. Short Answer Questions

1. What is an EPABX
2. How to choose a good telephone plan?

D. Long Answer Questions

1. Explain the Procedure for getting a telephone connection
2. DiscussDifferent types of calls and the tariff/ rent/ charges

E. Check Your Performance

1. Draw a flowchart to show general instructions of getting a telephone connection.
2. Explain the importance of telephone directory.

Session 3: Letters, Circulars and Order Formats

In a letter, the term "organization" can have different meanings depending on the context in which it is used. Here are a few possible interpretations:

1. **The Structure of the Letter:** "Organization" can refer to the way a letter is structured and formatted. This includes the arrangement of various elements within the letter, such as the date, the sender's address, the recipient's address, the salutation, the body of the letter, the closing, and the signature. Proper organization ensures that the letter is clear and follows a standard format.

2. **The Structure of Information:** It can also refer to how the information within the letter is organized. This means presenting ideas, requests, or details in a logical and coherent manner. Information should be organized in a way that is easy for the recipient to understand and follow.

3. **A Formal Entity:** In some contexts, "organization" may refer to a formal entity or company that is mentioned or being referred to in the letter. For

example, you might mention an organization's name if you're writing a business letter or a letter of recommendation.

4. **Grouping or Categorizing:** "Organization" can also refer to how you group or categorize information within the letter. For instance, if you are writing a letter of complaint, you might organize your grievances into different paragraphs, each addressing a specific issue.

The specific meaning of "organization" in a letter will depend on the context of the letter and the purpose for which it is written. In general, it's essential to ensure that your letter is well-organized to convey your message effectively and make it easy for the recipient to understand the content and purpose of the letter.

What is organization in a letter?

Organize your message into an introduction, a body and a conclusion. The introductory paragraph states the reason for your letter. The body of the letter consists of one or more paragraphs in which you expand on the subject; include details, reasons and information appropriate to your topic.

It helps in maintaining the proper relationships between the parties. Business correspondence strengthens the business. It also helps in the internal communication. It makes communication within the organization clearer and more precise.

Types of Letters

1. Formal Letter
2. Informal Letter
3. Business Letter
4. Official Letter
5. Social Charter
6. Circular Letter
7. Employment Letter
8. Order Format

1. **Formal Letter:** It is a type of letter that follows a certain pattern and formality.

2. **Informal Letter:** An informal letter is also called a personal letter or a friendly letter. It is a type of correspondence that is usually written to someone you know well, such as a friend, family member, or acquaintance, and it typically has a conversational and casual tone. Unlike formal letters, which are written for professional or business

purposes, informal letters often include personal details, anecdotes, and expressions of emotion.

While an informal letter is typically used for personal or social communication, it may also be used in certain office settings depending on the context and the relationship between the sender and the recipient.

For example, if you have a close and friendly relationship with a colleague or supervisor at work, you might choose to send an informal letter to express appreciation for their help or to congratulate them on a personal achievement.

3. **Business Letter:** A business letter is a formal document used for communication between individuals or organizations in the business world. These letters are used to convey important information, such as inquiries, complaints, orders, proposals, and other business-related matters.

Business letters are usually written in a standard format, which includes the sender's address, date, recipient's address, salutation, body of the letter, closing, and signature. The content of the letter should be clear, concise, and professional.

The sender's address should include the name, title, company name, and address. The date should be written in full, including the day, month, and year. The recipient's address should include the name, title, company name, and address.

The salutation is a formal greeting that should be addressed to the recipient's title and last name, such as "Dear Mr. Smith" or "Dear Ms. Johnson." If you are unsure of the recipient's gender or title, you can use a neutral salutation such as "Dear Sir or Madam" or "To Whom It May Concern."

The body of the letter should be organized into paragraphs and should clearly state the purpose of the letter. It should be concise and to the point, avoiding unnecessary details or irrelevant information. The language used should be professional and polite, avoiding any offensive or confrontational tone.

The closing should be courteous and respectful, such as "Sincerely" or "Yours faithfully," followed by the sender's signature and printed name.

In conclusion, a business letter is an important tool for effective communication in the business world. By following a standard format and using clear, concise, and professional language, a business letter can convey important information and facilitate business transactions.

4. **Official letter:** An official letter is a type of written correspondence that

is formal in tone and language, and is typically used to convey important information or requests from one organization, institution or individual to another. Official letters are often used in business, government, and academic contexts, and are generally written in a standard format and style.

The format of an official letter typically includes a heading or letterhead, the date, the recipient's name and address, a salutation, the body of the letter, a closing, and the writer's signature and contact information. The content of an official letter should be clear, concise, and to the point, and should adhere to any relevant legal or organizational requirements. Examples of official letters include job offer letters, appointment letters, complaint letters, and letters of recommendation.

Format of official letter- Dear [Recipient's Name],

I am writing this letter to formally [state the purpose of the letter]. As [provide any relevant background information], it has become necessary for me to communicate with you in an official capacity.

[State your message clearly and concisely]. Please note that [provide any additional information or instructions].

I would appreciate a prompt response to this letter and ask that you contact me at [provide your contact information] should you have any questions or concerns.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

5. **Social Charter:** The term "Social Charter" can refer to different things depending on the context.

In general, a social charter is a document that outlines a set of principles, standards, and guidelines related to social rights and responsibilities. These may include provisions related to labor rights, social protection, health care, education, and other aspects of social welfare.

One example of a social charter is the European Social Charter, which was adopted by the Council of Europe in 1961 and revised in 1996. The European Social Charter sets out a range of social and economic rights and principles that member states are expected to uphold, including the right to work, the right to social security, and the right to education.

In other contexts, a social charter may refer to a specific agreement or compact that outlines the social responsibilities and obligations of a particular group or organization. For example, a company may adopt a

social charter that outlines its commitment to ethical business practices, fair labour standards, and environmental sustainability.

6. **Circular letter:** A circular letter is a type of communication that is sent to a large number of people, often within a company or organization, to provide information or announce news. It is called a circular letter because it is typically distributed in a circular or roundabout way, with the letter being sent to one person who then passes it on to others, who in turn pass it on to even more people.

Circular letters can be used for a variety of purposes, such as announcing a new policy or procedure, sharing important updates or news, inviting people to an event or meeting, or requesting feedback or input on a particular topic.

In addition to being sent via physical mail, circular letters can also be distributed electronically, such as through email or social media. They are often used as a way to disseminate information quickly and efficiently to a large group of people.

7. **Employment letters:** An employment letter, also known as an offer letter, is a written document that outlines the terms and conditions of a job offer from an employer to a potential employee. It typically includes information such as the job title, start date, salary or hourly rate, benefits, and any other pertinent details related to the position.

Employment letters can be used for a variety of purposes, including:

a) **Job offers:** Employers typically use employment letters to formally offer a job to a candidate who has gone through the hiring process and been selected for the position.

b) **Confirmation of employment:** Employers may provide employment letters to current employees as proof of their employment status, which may be required for purposes such as applying for a loan or visa.

c) **Changes to employment terms**: If an employer needs to make changes to an employee's terms of employment, such as a salary increase or change in job duties, an employment letter can be used to document the changes and provide the employee with a formal record of the new terms.

d) **Termination of employment:** Employers may provide termination letters to employees who are being let go, outlining the reason for the termination and any relevant details related to the employee's final pay check, benefits, and other employment-related matters.

Overall, employment letters are important documents that can help

ensure that both employers and employees are on the same page regarding the terms and conditions of a job offer or employment arrangement.

- **Order format**
  - ✓ Meaning of Circulars, Memorandum, Notices and Orders
  - ✓ Ability to draft Circulars, Memorandum, Notices, Office Orders etc
  - ✓ Different types of letters
  - ✓ Format of official and D.O letter

DIFFERENCE BETWEEN OFFICIAL AND DEMI-OFFICIAL LETTERS

Official and demi-official letters are essential but there are some differences between official and demi-official letters and all of them are as follows: -

Difference between Official and D.O letter

Points of Difference	Official Letter	Demi-official letter
Purpose	Various official interests are served through an official letter.	To attain an official objective through personal relationships is the purpose of the demi-official letter.
Nature	Its nature is official and impersonal.	Its nature is a mixed i.e. combination of personal and official.
Classification	On the basis of subject matter, it can be classified as urgent, secret, general, etc.	It cannot be classified as an official letter.
Size	Its size is small.	It is comparatively large in size.
Structure	The specific structure is strictly followed.	No specific structure is required to be followed.
The official style	The official style is maintained	Official style may not be maintained or not

	completely.	necessary to write such a letter.
Status of the letter	The status of the official letter is determined by the status of the writer.	A personal relationship between the sender and receiver influences the status of such a letter.
Use of Language	Traditional and official languages are used here.	Such a letter can be written through personal touch for which language seems to be very simple.
Salutation	Official systems provide the basis for salutation.	Personal relation influences salutation.
Method	Both direct and indirect methods can be used to write such a letter.	Only a direct method is applicable to writing such a letter.
Copy	It may be copied for various purposes.	No Copy is made of such a letter.
Enclosure	The enclosure is used here.	The use of enclosure in such a letter is a rare case.
Use of Grammar	The first person or Third person is used in such a letter. Generally, the plural form is used.	Here the first person in plural form is used.
Application	Its appeal is universal.	Its appeal is limited to individual.
Complimentary Close	Official System is followed to make complimentary close.	The complimentary close is based on personal relationships.

Activities

Activity 1: Write an official and demi-official letter imaging certain requirements and complaints.

Materials Required: Pen/Pencil, Writing Pad

Procedure:

1. Divide class in to different groups.

2. Ask the students to prepare official and demi-official letter imaging certain requirements and complaints.

3. Each student will show the drafted letter to Teacher and classmates.

4. Here, the teacher is required to check the content.

5. Prepare a final letter including the changes (if any)

   a) Present a power point for showing the format of Official and Demi-Official letter

   b) Ask one of the groups to prepare a report on it

   c) Show this report to subject teacher

6. Submit the final letter to the subject teacher.

Activity 2: Design the circulars, memorandum, notices and orders

Materials Required: Pen/Pencil, Writing Pad

Procedure:

1. Divide class into different groups.

2. Ask the students to Design the circulars, memorandum, notices and orders

3. Make a power point for showing the format of Official and Demi-Official letter

   a) Present a power point for showing the format of Official and Demi-Official letter

   b) Students will learn from the PowerPoint presentation.

   c) Ask one of the groups to prepare a report on it

   d) Show this report to subject teacher

   e) Take a feedback of the presentation from the classmates

4. Prepare a final PowerPoint incorporating the changes given by the classmates and the teacher.

5. Submit the PowerPoint to the subject teacher.

Activity 3: Find out the difference between Official and Demi-official letter.

Materials Required: Pen/pencil, notebook

Procedure

1. Visit any organization with class group.

2. Meet the HR manager and request him/her to arrange the Official and Demi official Letter to the students.

3. Divide the students in different groups.

   a) Ask the students to read and observe the letters.

   b) Note down the difference in Official and Demi-Official letter.

   c) Now compile common differences with other groups.

4. Make a report or note on this and show it to your teacher.

5. Here, the teacher will suggest required changes.

6. Make a final report incorporating the changes.

7. Submit the final report to the subject teacher.

Check Your Progress

Fill in the Blanks

1. _____ Letter's nature is official and impersonal.

2. _____ Letter's appeal is limited to individual.

3. An_____ Letter, also known as an offer letter, is a written document that outlines the terms and conditions of a job offer.

4. A _____ letter is a formal document used for communication between individuals or organizations in the business world.

B. Multiple Choice Questions

1. What does "organization" in a letter primarily refer to?

   a) The sender's address and signature

   b) How information is grouped or categorized

   c) The date and recipient's address

   d) The formality of language used

2. Which type of letter is typically used for personal or social communication?

   a) Business letter

   b) Formal letter

c) Official letter

d) Informal letter

3. What is the purpose of a Social Charter?

a) Outlining the structure of a letter

b) Setting social rights and responsibilities

c) Formal communication between organizations

d) Categorizing information in a letter

4. What is the key characteristic of a Circular Letter?

a) It is sent to a single recipient

b) It is used for job offers

c) It is distributed in a circular or roundabout way

d) It is written in a formal tone

5. What does an Employment Letter typically include?

a) Principles and guidelines related to social rights

b) Changes to employment terms

c) A format for official communication

d) Structure of information in a letter

C. State the whether the following statements True or False

1. To attain an official objective through personal relationships is the purpose of the demi-official letter.

2. Employers may provide termination letters to employees who are being getting older.

3. In general, a social charter is a document that outlines a set of principles, standards, and guidelines related to social rights and responsibilities.

D. Match the Columns

Column A	Column B
1.Circular letter	a. communication between organizations
2.Social Charter	b. Informal
3.Business letter	c. set of principles,
4.Demi- official	d. a large number of people

E. Short Answer Questions

1. What does a Social Charter typically outline?

2. What is the key purpose of a Circular Letter?

3. What is the primary content of an Employment Letter?

4. How does the term "organization" in a letter relate to its structure?

F. Long Answer Questions

1. Explain the key components of a Business Letter and why they are important for effective communication.

2. Elaborate on the significance of an Employment Letter and its various use cases in the employer-employee relationship.

3. Discuss the role and importance of Circular Letters in organizational communication, citing examples of situations where they might be employed.

4. Compare and contrast the characteristics of Formal and Informal Letters, providing examples of situations where each type might be more appropriate.

G. Check Your Performance

1. Draft a demi-official letter for the internal communication.

2. Draft a circular letter to inform the meeting activity in the organization.

Session 4: Internet and Emails

MEANING OF INTERNET AND E-MAILS

The internet is a vast interconnected network of computers and other devices spanning the globe, facilitating the exchange of information and communication between individuals, businesses, and organizations. It serves as a platform for sharing knowledge, entertainment, commerce, and social interaction, revolutionizing the way people connect and access resources. With its decentralized nature and open architecture, the internet enables unprecedented levels of collaboration, innovation, and creativity, while also presenting challenges related to privacy, security, and digital divide. It has become an indispensable part of modern life, shaping economies, cultures, and societies worldwide.

The internet is a global network of interconnected computers and devices that enables the transmission and exchange of data through various communication protocols. It allows individuals, businesses, and organizations to access and share information, communicate with one another, conduct transactions, and engage in a wide range of activities such as research, entertainment, and social interaction. The internet revolutionized the way information is disseminated and accessed, connecting people across geographical boundaries and

facilitating the rapid dissemination of knowledge and ideas. It serves as a platform for innovation, collaboration, and economic growth, while also posing challenges related to privacy, security, and digital divide.

INTERNET PROVIDERS

Internet providers, also known as Internet Service Providers (ISPs), are companies or organizations that offer access to the Internet. They provide various types of services to individuals, businesses, and other organizations, allowing them to connect to the Internet and access its resources. ISPs typically offer broadband internet services through various technologies such as DSL, cable, fiber-optic, satellite, or wireless connections. They may also provide additional services like email accounts, web hosting, and domain registration. Some ISPs operate on a local or regional level, while others have a national or even international presence.

In India, there are several internet service providers (ISPs) offering broadband and mobile internet services. Some of the prominent ones include:

1. **Bharat Sanchar Nigam Limited (BSNL)**: A government-owned telecommunications company providing broadband and mobile services across India.

2. **Airtel**: One of the largest telecom operators in India, Airtel offers broadband, mobile, and digital TV services.

3. **Reliance Jio**: Known for its disruptive entry into the market, Reliance Jio offers 4G and fiber broadband services at competitive prices.

4. **Hathway**: A major player in the broadband sector, Hathway provides high-speed internet services primarily in urban areas.

5. **ACT Fibernet**: Offering high-speed fiber-to-the-home (FTTH) internet services in several cities across India.

6. **Tata Sky Broadband**: A subsidiary of Tata Group, Tata Sky provides broadband services with a focus on quality and reliability.

7. **You Broadband**: Operating in multiple cities, You Broadband offers high-speed internet services to residential and business customers.

8. **MTNL**: Another state-owned telecom operator, MTNL provides broadband and mobile services primarily in Delhi and Mumbai.

METHODS OF SENDING EMAILS TO MULTIPLE PERSONS

There are several methods for sending emails to multiple recipients, and the choice of method often depends on the number of recipients, your email client or service, and your specific needs. Here are some common methods for sending emails to multiple people:

1. To: and Cc: fields:

   - When you compose an email, you can enter multiple email addresses in the "To:" field to send the email to multiple primary recipients. Use a comma or a semicolon to separate the email addresses.

   - The "Cc:" (Carbon Copy) field can be used to include additional recipients who receive a copy of the email, but it's not the primary audience. This is often used for informational or secondary recipients.

2. Bcc: field:

   - The "Bcc:" (Blind Carbon Copy) field allows you to send the email to multiple recipients without revealing their email addresses to each other. This is useful for sending bulk emails or protecting recipients' privacy.

3. Mailing lists:

   - You can create mailing lists or distribution groups in many email clients or services. Instead of entering individual email addresses, you can send an email to the predefined group, and it will be delivered to all the members of that group.

4. Email marketing tools:

   - For large-scale email marketing campaigns, businesses often use specialised email marketing platforms like MailChimp, Constant Contact, or Sending Blue. These tools allow you to create and manage email campaigns to a large number of subscribers and provide analytics on email performance.

5. Merge tags:

   - Some email clients and marketing tools offer merge tags or placeholders that allow you to personalise emails with recipient-specific information, such as their name, company, or other details. This is common in email marketing and can make emails feel more personal.

6. Forwarding:

   - You can send an email to a single recipient and then ask them to forward it to others. However, this method has limitations, as the email might not look as professional, and you won't have control over who receives it.

7. Email aliases:

   - In some cases, you can set up email aliases or additional email addresses for your account. This can help you categorise emails or

direct them to specific groups of people.

8. Email attachments and links:

- Instead of sending a single email to multiple recipients, you can send a link to a document or file stored on a cloud service (e.g., Google Drive, Dropbox) or attach the file directly to the email. This can be more efficient when sharing large files with multiple people.

When sending emails to multiple recipients, it's essential to be mindful of privacy and data protection regulations, especially when dealing with personal information. Always use the appropriate method and ensure you have the necessary permissions to send emails to the recipients.

ABILITY TO USE INTERNET AND EMAILS

The ability to use the internet and emails is an essential skill in today's digital age, both for personal and professional purposes. Here are some key aspects of this skill: Internet Browsing: Familiarity with web browsers (e.g., Google Chrome, Mozilla Firefox, Microsoft Edge). Navigating websites, using search engines (e.g., Google), and understanding how to enter and follow web addresses (URLs). Email Communication: Setting up and managing email accounts with providers like Gmail, Outlook, Yahoo, or other email services. Composing, sending, and receiving emails. Attaching files and documents to emails. Organising emails into folders or labels. Using the address book or contact list to manage contacts. Email Etiquette: Understanding and following proper email etiquette, such as using a clear and informative subject line, using a professional tone, and avoiding excessive use of capital letters (which can be seen as shouting). Email Security: Being aware of email security best practices, including recognising phishing attempts and avoiding clicking on suspicious links or downloading attachments from unknown sources. Using strong and unique passwords for email accounts. Enabling two-factor authentication (2FA) for added security. File Management: Downloading files and managing them on a computer, such as organising files into folders, and understanding the concept of file extensions (e.g., .pdf, .docx, .jpg). Online Search: Effective use of search engines to find information and resources online. Understanding how to evaluate the credibility and reliability of online sources.

An example of the draft of an E-mail is shown below:

An email draft for a hypothetical scenario where you need to send a follow-up email after a job interview:

Subject: Follow-up on Interview for [Position Name] - [Your Name]

Dear [Interviewer's Name],

I hope this email finds you well. I wanted to express my gratitude for the opportunity to interview for the [Position Name] role at [Company Name] on

[Interview Date]. It was a pleasure to meet you and the team and learn more about the exciting work being done at your company.

I was particularly impressed by our discussion about [specific aspect of the company or role], and I believe my experience and skills in [mention relevant skills or experiences] align well with the requirements of the position.

I am eager to contribute to [Company Name] and bring my passion for [relevant industry or area] to the team. Following our conversation, I am even more enthusiastic about the possibility of joining your organisation.

I understand that you may still be in the process of evaluating candidates, and I would appreciate any updates you can provide regarding the status of my application. Please feel free to reach out if you require any additional information from me or would like to schedule a follow-up conversation.

Thank you again for considering my candidacy for the [Position Name] role at [Company Name]. I look forward to the opportunity to contribute my skills and enthusiasm to your team.

Best regards,

[Your Full Name] [Your Phone Number] [Your LinkedIn Profile (optional)] [Your Email Address].

Please remember to customise the email with the specific details of your interview and the position you applied for. Tailoring your message to the situation and demonstrating your continued interest and enthusiasm can improve your chances of making a positive impression on the recipient.

Certainly! Here's an example of a text message body:

"Hey there! Just wanted to check in and see how you're doing. I hope everything is going well on your end. Let's catch up soon!"

This is a friendly and casual text message that you might send to a friend or a colleague to initiate a conversation or maintain a connection.

USAGE OF SOCIAL MEDIA

Social media has become an integral part of modern life and serves various purposes. Its usage and importance can be summarised as follows:

1. **Communication and Connection:** Social media platforms allow people to connect with friends, family, colleagues and acquaintances. It facilitates communication through text, voice, and video, helping individuals maintain and strengthen relationships, regardless of geographical distances.

2. **Information and News:** Many people rely on social media as a primary source of news and information. It enables users to stay updated on

current events, trends, and developments in real-time.

3. **Entertainment:** Social media offers a wide range of entertainment options, including streaming videos, memes, games, and virtual communities. It provides an escape from daily routines and helps alleviate stress.

4. **Self-expression and Creativity:** Users can express themselves through posts, photos, videos, and written content. This allows for creative expression and the sharing of personal experiences and perspectives.

5. **Networking:** Social media is valuable for personal and professional networking. It enables individuals to connect with potential employers, clients, collaborators, or mentors, enhancing career and business opportunities.

6. **Education and Learning:** Many educational institutions and experts use social media to share knowledge and provide online courses and tutorials. It offers a platform for continuous learning and skill development.

7. **Activism and Advocacy:** Social media has played a significant role in raising awareness about social and political issues. It enables individuals and organisations to promote causes and mobilise support for various social, environmental and political movements.

8. **Marketing and Business:** Businesses use social media for marketing, advertising, and customer engagement. It allows companies to reach a broader audience and connect with potential customers. Social media analytics also help in understanding consumer behaviour.

9. **Customer Support:** Many companies provide customer support through social media platforms. Customers can easily reach out to businesses for inquiries, complaints or feedback.

10. **Community Building:** Social media helps people with shared interests and passions connect and form online communities. This can be particularly important for individuals who may feel isolated in their real-life surroundings.

The importance of social media lies in its ability to bring people together, facilitate communication and information sharing, and provide a platform for self-expression and personal or professional growth. However, it's essential to use social media responsibly, as it can also have negative consequences, such as addiction, cyberbullying, privacy concerns, and the spread of misinformation. Balancing the benefits and drawbacks is crucial for harnessing the full potential of social media.

Official and non-official social media refer to different categories of social media

accounts and platforms used by individuals, organisations or entities. Here are the key differentiators between the two:

Official Social Media:

1. **Owned and Managed by Organisations:** Official social media accounts are typically owned and managed by established organisations, businesses, government agencies, celebrities, or public figures. These accounts are used for official communication, branding and marketing purposes.

2. **Verified Profiles:** Official social media accounts often have a verification badge or checkmark, indicating their authenticity and legitimacy. Verification helps users identify genuine accounts from impostors.

3. **Formal Communication:** Official social media accounts tend to use formal language and tone in their posts and interactions. They may focus on delivering official statements, updates, news and promotional content.

4. **Branding and Marketing:** These accounts use social media as a marketing tool to build and promote their brand, products, services, or causes. They engage with their target audience to enhance their reputation and reach.

5. **Accountability:** Official accounts are accountable for their posts and interactions, as they represent an organisation or entity. They are expected to adhere to community guidelines and legal regulations.

6. **Public Relations:** Official social media accounts often serve as a means of public relations and customer support. They address inquiries, feedback, and concerns from the public in an official capacity.

Non-Official Social Media:

1. **Personal or Unofficial Accounts:** Non-official social media accounts are typically personal profiles created by individuals for personal use or by unofficial entities that do not have a formal organisational structure.

2. **No Verification:** Non-official accounts generally do not have verification badges or checkmarks, making it difficult to verify their authenticity. This leaves them vulnerable to impersonation.

3. **Informal Communication:** Non-official accounts use a more informal and personal tone in their posts and interactions. They often share personal experiences, opinions and casual updates.

4. **Individual Expression:** These accounts are primarily used for self-expression, social interaction, and connecting with friends and followers. They may not have specific branding or marketing goals.

5. **Limited Accountability:** Non-official accounts have limited accountability compared to official ones. While they must follow platform rules, they are not held to the same standards as official accounts in terms of communication and content.

6. **Personal Use:** Non-official social media accounts are typically used for personal networking, sharing hobbies, interests, and personal life updates. They may not have a business or organisational purpose.

In summary, the main difference between official and non-official social media lies in the ownership, purpose, formality, and accountability. Official accounts represent organisations and are used for official communication, branding, and marketing, while non-official accounts are typically personal and informal in nature, used for personal expression and social interaction.

Online Safety: Awareness of online safety and privacy best practices, including using secure websites (https://), avoiding sharing sensitive information online, and using antivirus and anti-malware software. Social Media and Online Communication (optional): Proficiency with social media platforms (e.g., Facebook, Twitter, LinkedIn) and other online communication tools (e.g., WhatsApp, Skype). Online Productivity Tools (optional): Familiarity with online productivity tools such as Google Workspace (formerly G Suite), Microsoft Office Online, or collaboration platforms like Slack. Understanding Internet Basics: Knowing the basics of how the internet works, including concepts like IP addresses, DNS, and the structure of web addresses. The ability to use the internet and email effectively is a valuable skill for personal communication, information gathering, and professional use. It's important to stay updated on best practices and security measures as technology evolves. Additionally, for those in certain professions, a deeper understanding of specific tools and technologies related to email and the internet may be required.

Activities

Activity 1: Demonstrate the usage of Internet and surfing and searching.

Materials required: Note pad, Pen, Papers and Computer

Procedure:

1. Take the students to computer lab.
2. Demonstrate how to connect the internet to the students.
3. Teach the student to surf and search different content through search engine.
4. Make different group.
   a) Each group will be provided a topic separately.
   b) Ask each group to search different content from different search

engine.

5. Show the content to the group.

6. Now start discussion on the key points in general.

7. Note down the outcome and take feedback from the teacher.

8. Note the changes and make a report.

9. Take a feedback of the report.

10. Incorporate the changes given by the students and teacher.

11. Submit the report to the subject teacher.

Activity 2: Identity the different methods of sending Emails.

Materials required: Note pad, Pen, Papers and Computer

Procedure:

1. Take the students to the computer lab.

2. Make different group of students.

3. Provided different topics for sending E-mails

4. Ask them to create their own Email ID.

    a) Each student will send mail to other.

    b) Note down the procedure of sending Email.

5. Make a chart depicting the different methods of sending Email.

6. Note down the different method of sending Email TO, CC and BCC.

7. A representative from the group will present the chart in the classroom

8. Other group will be taking a note of the presentation.

9. Make a report on the same and submit it to the subject teacher.

Activity 3: Differentiate between official and non-official social media.

Materials required: Pen, Paper, Note pad and Computer

Procedure:

1. Take the students to the computer lab.

2. Make different group of students.

3. Visit some of the organizational web site.

    a) Ask the students to note down the social media post of that that organization.

    b) Identify and differentiate the official and non-official social media.

c) Note down the social media post.

4. Prepare a presentation and show it in the class.

5. Take the feedback from the teacher.

6. Incorporate changes (if any) and make the report.

7. Submit the report to the subject teacher.

Check Your Progress

A. Fill in the Blanks

1. Official social media accounts tend to use_____ language and tone in their posts and interactions.

2. _____ accounts have limited accountability compared to official ones.

3. _____ are accountable for their posts and interactions, as they represent an organisation or entity.

4. Official social media accounts often have a verification _____ or checkmark.

B. Match the columns

Column A	Column B
1. Non-Official Social Media 2.Official Media 3. Accountability 4.Education and Learning	a.Formal Communication b.Informal Communication c.legal procedure d.skill development

C. State whether the following statements are True or False

1. Using antivirus and anti-malware software in office is not considered as ill practice.

2. Non-official social media accounts are only used for personal networking.

3. CC (Carbon Copy) field can be used to include primary recipients who receive a copy of the email.

4. The ability to use the internet and emails is an essential skill in today's digital age, both for personal and professional purposes.

D. Short Answer Questions

1. Write in short,the principles of management

2. What is Office Management?

3. What is professional skills?

4. Explain Hierarchy?

E. Long Answer Questions

1. Explain in detail the structure of organization?

2. Discuss how the hierarchy is related with reporting?

3. Write down the Employment opportunities in office administration?

4. Draw the organizational Structure?

F. Check your Performance

1. Identify the work opportunities in IT, ICT and network support.

Answer Keys

MODULE 1: INTRODUCTION TO OFFICE ASSISTANT

SESSION 1: DUTIES OF AN OFFICE ASSISTANT

A. Fill in the Blanks

1- client, 2- strategic, 3- responsibilities, 4-proper, Manner

B. Multiple Choice Questions

1-d,2-d,3-d,4-d

C. State whether the following statements are True or False

1-True, 2-True, 3-True, 4.False

SESSION 2: EVOLUTION AND WORKING OF MODERN OFFICE MANAGEMENT IN INDIA

A. Fill in the Blanks

1- culture, 2- dynamic process, 3- orientation4- aesthetics

B. Multiple Choice Questions

1- c, 2- d, 3-a, 4-d

C. State whether the following statements are True or False

1.False, 2.False, 3.False, 4.True

D. Match the Columns

1-b,2-a,3-c,4-d

SESSION 3: IMPORTANCE OF VARIOUS DEPARTMENTS IN AN OFFICE

A. Fill in the Blanks

1- market, 2- organisational finance, 3- caters, 4- operations, 5- accounting

B: Multiple Choice Questions

1-d,2-d,3-d, 4-a

C. State whether the following statements are True or False

1-False, 2- False, 3- False, 4- True

SESSION 4: SKILLS IN AN OFFICE MANAGEMENT

A. Fill in the Blanks

1- motivating, productivity, 2- creative thinking, 3- command, 4- planning

B: Multiple Choice Questions

1-a,2-c,3-a, 4-a

D. State whether the following statements are True or False

1-True, 2- False, 3- True, 4- True

MODULE 2: RECORDS MANAGEMENT AND DOCUMENTATION

SESSION 1: TYPES OF RECORDS AND DOCUMENTS IN AN OFFICE

A. Fill in the Blanks

1- record keeping 2- Medical Records 3- Cloud storage 4- secure. 5- review.

B. Multiple Choice Questions

1- c, 2- a, 3- c, 4- c, 5- a, 5- c, 6- c, 7-c, 8- c, 9- c, 10- a

C. State whether the following statements are True or False

1- True, 2- False, 3- False, 4- True, 5- False

SESSION 2: FILING AND INDEXING

A. Fill in the Blanks

1. store, 2. alphabetical, 3. Indexing, 4. subject, 5. number

B. Multiple Choice Questions

1-d, 2-c, 3-d, 4-b, 5-c

C. State whether the following statements are True or False

1- True, 2-True, 3-False, 4-True, 5-True

SESSION 3: TRACKING OF THE DOCUMENTS

A. Fill in the Blanks

1. Document, 2. Automated, 3. Errors, 4. Transparency, 5. Document Management System

B. Multiple Choice Questions

1- d, 2-d, 3-c, 4- b, 5- d, 6- b, 7- d

C. State whether the following statements are True or False

1-True, 2-False, 3-True, 4-False, 5-False

SESSION 4: RECORDS OF OFFICE EQUIPMENT

A. Fill in the Blanks

1. Projector, 2- Creating spreadsheet or inventory system, 3- UPS,4- Scanners,5- Photocopy

B. Multiple Choice Questions

1-d, 2-a, 3-d, 4-d, 5-d

C. State whether the following statements are True or False

1- True, 2- False, 3- True, 4- False, 5- True

MODULE 3: OFFICE ROUTINE ACTIVITIES

SESSION 1: PHONE CALLS AND QUERIES

A. Fill in the Blanks

1. First, 2- Reduces, 3- Tea/snacks, 4- Third, 5- Last

B. Multiple Choice Questions

1-d, 2- c, 3- b, 4- a, 5- b

C. State whether the following statements are True or False

1. True, 2- False, 3- True, 4- True, 5- False, 6- True

SESSION 2: BEHAVIOR AND OFFICE ETIQUETTES

A. Fill in the Blanks

1- Electronic Mail, 2- Blind carbon Copy, 3- Carbon Copy, 4- Upward, downward, 5- Different

B. Multiple Choice Questions

1. b, 2- d, 3- d, 4- b, 5- d

C. State whether the following statements are True or False

1. True, 2- False, 3- True, 4- False, 5- True

SESSION 3: NOTE-SHEET AND DRAFT WRITING

A. Fill in the Blanks

1- Written/official, 2- Correct, 3- Two,4- Simple and straight forward/courteous and polite, 5- Lengthy

B. Multiple Choice Questions

1- d, 2- d, 3- a, 4- a

C. State whether the following statements are True or False

1. True, 2- False, 3- True, 4- True, 5- False

SESSION 4: ORGANIZE AND MANAGE THE MEETINGS

A. Fill in the Blanks

1. Meeting, 2- Official, 3- Last,4- Pre-meeting documents and post-meeting documents

B. Multiple Choice Questions

1. a, 2- b, 3- a, 4- c, 5- d

C. State whether the following statements are True or False

1- True, 2- False, 3- False, 4- True

D. Match the Columns

1- e, 2- a, 3-f, 4-c, 5-d, 6- b

MODULE 4: ORGANISATIONAL COMMUNICATION

SESSION1: FUNDAMENTALS OF ORGANIZATIONAL COMMUNICATION

A. Fill in the Blanks

1-video conferencing,2-Instant messaging,3-Downward communication,4-external

B. Multiple Choice Questions

1-a,2-a, 3-c,4-a

C. State whether the following statements are True or False

1-True, 2- False, 3- True, 4- False

D. Match the column

1-b, 2-a, 3-d, 4-c

SESSION 2: MANAGE THE OFFICE COMMUNICATION MEDIUMS

A.Fill in the Blanks:

1-outside,2-call routing,3-call waiting,4-Telephone directories

B. Multiple Choice Questions

1-a,2-c,3-d,4-b

SESSION 3: LETTERS/CIRCULARS AND ORDER FORMATS

A. Fill in the Blanks

1- Official, 2- Demi Official, 3- employment, 4- business

B. Multiple Choice Questions

1-d,2-c,3-a,4-b

C. State whether the statements are True or False

1- True, 2- False, 3- True

D. Match the Columns

1- d, 2- c, 3- a, 4- b

SESSION 4:INTERNET AND EMAILS

A. Fill in the blanks

1- Formal, 2- Non-official,3- Official Social Media, 4- Badge

B. Match the column

1-b, 2-a, 3-c, 4-a

C. State whether the statements are True or False

1- False, 2- True, 3- True, 4- True

Glossary	
Word	**Meaning**
Adapt	To adjust or modify something to fit a new purpose or situation.

Adhering	Sticking to or following a particular set of rules, guidelines, or principles.
Aesthetics	The branch of philosophy dealing with beauty, art, and taste, or the appreciation of beauty.
Array	An ordered arrangement or display of items, often in rows, columns, or a pattern.
Collaboration	Working together with others to achieve a common goal or objective.
Cohesive	Unified or closely integrated, with parts sticking together effectively.
Compliance	Conforming to rules, regulations, or standards, often set by an authority or governing body.
Commemorative coins	Special coins minted to honor and remember a particular person, event, or achievement.
Comprehensive	Covering or including everything; thorough and complete.
Conventional	Following traditional or widely accepted practices, customs, or norms.
Courteous	Polite, respectful, and considerate in behavior or speech.
Decorum	Behavior in keeping with good taste and propriety; proper conduct or manners.
Delegate	To entrust a task or responsibility to another person or group.
Demeanor	Outward behavior or conduct, often reflecting one's personality or attitude.
Disruptions	Disturbances or interruptions that cause disorder or interference with normal processes.
Dispense	To distribute or administer something, often referring to medication or goods.
Empathize	To understand and share the feelings, thoughts, or experiences of another person.
Enterprise	A project or undertaking, especially a business venture or commercial activity.
Fosters	Encourages or promotes the development, growth, or improvement of something.
Gender neutrality	The absence of bias towards any particular gender, treating everyone fairly and equally., or intention.

Gesture	A movement or action, often with the hands or body, expressing a thought, feeling
Gossips	Rumours or idle talk, often about the personal affairs of others.
Grievances	Complaints or feelings of resentment resulting from real or perceived injustice or unfair treatment.
Harmoniously	In a way that is peaceful, cooperative, or in agreement.
Hierarchy	A system or organization in which people or groups are ranked one above the other according to status or authority.
Interchangeably	Able to be used or exchanged in the same way.
Inventories	Lists of goods or items held available in stock by a business.
Lateral	Relating to or situated at the side; indirect or sideways.
Management Track	A career path leading to positions of leadership or responsibility within an organization.
Mechanism	A system or process designed to achieve a particular result or function.
Minimal	Of a minimum amount, quantity, or degree; very small or slight.
Misinterpretations	Incorrect understandings or explanations of something.
Occurrence	An event or incident, especially one that is noteworthy or unusual.
Optimize	To make something as effective or functional as possible; to maximize efficiency or performance.
Payroll	The total amount of money paid to employees for their work over a certain period.
Prioritizing	Ranking tasks or goals in order of importance or urgency.
Replenishment	The act of refilling or restoring something to its original level or condition.
Safeguards	Measures or precautions taken to protect against potential danger, damage, or loss.
Seamless	Smooth and continuous, without any sudden changes or interruptions.

Streamlines	Improves the efficiency or effectiveness of a process by simplifying or eliminating unnecessary steps.
Sustainability	The ability to maintain or sustain something over the long term without depleting resources or causing harm to the environment.
Trickier	More difficult or challenging, often requiring cleverness or skill to navigate.
Uninterrupted	Continuous or uninterrupted; without interruption or disruption
Virtual	Existing or occurring primarily online or in a simulated environment rather than in physical reality.
Vertical progression	Advancement or growth within a specific area or field, usually in a hierarchical manner.