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Text update:	March 2015
Date reviewed:	May 2014
C&GE approved:	May 12, 2014
Board approved:	June 11, 2014

Business (BUSN) 1055 Office Procedures (3 Units)
[formerly Business 54B]

Advisory: Typing speed of 35 words per minute strongly recommended

Total Hours: 44 hours lecture; 16 hours lab (60 hours total)

Catalog Description: This comprehensive course for secretarial and clerical majors provides training in modern office processes and procedures including: teamwork, management, customer service, written and verbal communications, presentations, records management, office equipment and technology, planning basics, meeting and event planning, and professional image for advancement

Type of Class/Course: Degree Credit

Text: Stulz, Karin M., Kellie A. Shumack, and Patsy Fulton-Calkins. *Procedures & Theory for Administrative Professionals*. 7th ed. Mason: Cengage, 2013. Print.

Additional Instructional Materials: None

Course Objectives:

By the end of the course, a successful student will be able to:

1. demonstrate an understanding of the global business world,
2. practice desirable character and leadership traits that form the core of effective human relations,
3. demonstrate proper procedures for securing employment and career management,
4. create the commonly used office forms and communication documents,
5. demonstrate proper procedures for shipping for handling incoming and outgoing mail,
6. use alphabetic filing rules and specialized filing procedures,
7. demonstrate proper telephone techniques,
8. perform cashiering, banking, and credit transactions,
9. display high levels of customer service skills,
10. operate various business machines,
11. use data processing and word processing concepts and terminology, and
12. practice professional work habits and attitudes.

Course Scope and Content:

Unit I Preparing for Employment

- A. Understanding the changing business world
- B. Knowing yourself and others
- C. Listening more effectively

- D. Exploring leadership and effective human relations concepts

Unit II Getting the Right Position

- A. Selecting your position
- B. Learning about the job
- C. Succeeding on the job

Unit III Handling Communications

- A. Improving your typing skills
- B. Creating and editing correspondence, reports, and forms
- C. Processing office mail and electronic mail
- D. Utilizing telephone and-voice mail systems

Unit IV Keeping Accurate Records

- A. Filing and managing records using alphabetic and specialized rules
- B. Preparing financial records
- C. Documenting shipping and receiving activities

Unit V Utilizing Technology in the Office

- A. Using data and word processing concepts and equipment
- B. Knowing about reprographics and advanced forms of communication

Unit VI Applied Administrative Services

- A. Performing basic cashiering, banking, and credit transactions
- B. Providing high level skills in customer service
- C. Exhibiting professional work habits and attitudes

Course Scope and Content (Laboratory):

Unit I Handling Communications

- A. Edit and proofread memos and e-mails
- B. Create, edit, and proofread documents such as persuasive letters, direct letters, indirect letters, and business reports
- C. Design a letterhead

Unit II Keeping Accurate Records

- A. Index and code correspondence for an alphabetic file
- B. Review files and prepare cross references as needed
- C. Organize articles into subject files
- D. Organize and file records in a consecutive, terminal-digit, and middle-digit file
- E. Convert alpha records to consecutive numbers
- F. Create a database to serve as an accession log and index and code correspondence
- G. Create a one-page handout that describes naming and storage procedures
- H. Update a database, perform inquiries with filters, and create reports

Unit III Applied Administrative Services

- A. Simulations for basic cashiering activities
- B. Simulations for basic banking routines
- C. Simulations for credit transactions
- D. Role playing to show high levels of customer service
- E. Role playing to demonstrate professional work habits and attitudes

Learning Activities Required Outside of Class:

The students in this class will spend a minimum of 4 hours per week outside of the regular class time doing the following:

- 1. Studying class notes
- 2. Completing required reading
- 3. Written work
- 4. Answering questions
- 5. Problem solving activities or exercises
- 6. Group projects

Methods of Instruction:

- 1. Lectures and class discussions
- 2. Demonstrations and visual aids
- 3. Laboratory assignments
- 4. Guest speakers
- 5. Role playing in business scenarios
- 6. Multimedia presentations
- 7. Group explorations

Methods of Evaluation:

- 1. Writing assignments, including:
 - a. written homework from chapters
 - b. group reports
 - c. chapter critical analysis reflections
 - d. case studies
- 2. Computational or non-computational problem-solving demonstrations, including:
 - a. exams using various business machines
 - b. homework problems
 - c. laboratory reports
 - d. case study recommendations and solutions
- 3. Skill demonstrations, including:
 - a. class performance
 - b. performance exams
 - c. performance in business scenarios
 - d. role-playing and group activities
 - e. oral presentations and demonstrations
 - f. discussion responses
- 4. Projects including:
 - a. multimedia presentations
 - b. business scenario responses
 - c. action plans

- d. formal written reports
- e. portfolio
- f. community service projects
- g. building new case studies