**OFFICE PROCEDURES & PRACTICES**

**COURSE OVERVIEW**: Office Procedures & Practices Course is designed to acquire 21st century administrative, secretarial and organizational skills required to make the students proficient in handling the office activities independently. Office work includes supporting executives, administrative routines on the one end and running a high level conferences/meetings at the other end apart from preparing presentations, maintaining websites, handling computer application activities. They are responsible for most front-office procedures, such as photocopying, preparing schedules, filing, greeting clients, mail sorting and handling phone calls. Good communication and interpersonal skills are essential to secure a good administrative job position.

**OBJECTIVES OF THE COURSE** At the end of the Course, the students will be able to:

• Understand the concept of Office, role of Office Manager

• Differentiate between Organizational Charts and Manuals

• Manage secretarial activities independently like filling online and offline office forms, mail handling, filing and indexing, managing stationery etc.

• Communicate effectively and handle communication services independently – oral and written communication, barriers, observe telephone etiquettes.

• Handle and operate different types of Office Machines

• Draft different types of Business and Govt. letters.

• Understand different terms related to meetings and conduct meetings.

• Prepare Itinerary and make travel arrangements.

• Identify various services provided by the Banks

**SALIENT FEATURES**: The profile of a Professional Secretary has changed to a great extent now-a-days. Today, he/she is performing the role of Manager’s Manager and is expected to handle all its activities efficiently and effectively. This Course enables a person to handle all administrative and secretarial functions independently and generates employment opportunities viz.

Office Executives

Front Office Executive/ Executive Assistant

Professional Secretary

Private Secretary

Office Manager

**CAREER OPPORTUNITIES:** After doing this course, the students become proficient in handling various administrative procedures independently in a modern office.

* draft basic correspondence,
* handle e-mail work,
* handle certain office equipment
* The various job opportunities available to the students include:-

1. Private Secretary
2. Front Office Assistant
3. Office Executive
4. Executive Assistant
5. Administrative Professional