

Las Positas College
3000 Campus Hill Drive
Livermore, CA 94551-7650
(925) 424-1000
(925) 443-0742 (Fax)

Course Outline for BUSN 74

OFFICE PROCEDURES

Effective: Fall 2010

I. CATALOG DESCRIPTION:

BUSN 74 — OFFICE PROCEDURES — 3.00 units

Introduction to office principles and procedures including telephone skills, office equipment, working effectively in a team environment, records management, customer service, meeting/event planning, postal/shipping services, utilizing the internet for on-line services and resources, written and oral business communications, conflict resolution and office etiquette. Prepares administrative professionals to work in a diversified workforce with emerging technologies.

2.00 Units Lecture 1.00 Units Lab

Strongly Recommended

CIS 8 - Essential Computing Skills
and

CIS 71C - Skills Improvement

Grading Methods:

Letter or P/NP

Discipline:

	MIN
Lecture Hours:	36.00
Lab Hours:	54.00
Total Hours:	90.00

II. NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT: 1

III. PREREQUISITE AND/OR ADVISORY SKILLS:

Before entering this course, it is strongly recommended that the student should be able to:

- A. CIS8
- B. CIS71C

IV. MEASURABLE OBJECTIVES:

Upon completion of this course, the student should be able to:

- A. Describe the role of an administrative office professional;
- B. Explain and demonstrate professional business telephone techniques
- C. Explain the importance of customer service and demonstrate elements of good customer service;
- D. Demonstrate effective written and oral communications
- E. Describe and explain the use of the Internet in a business environment.
- F. Describe the usage and operation of basic business equipment including fax, photocopy, and postage metering;
- G. Explain the importance of working efficiently;
- H. Explain the fundamental of records management, retention, and storage;
- I. Discuss teamwork and the importance of working effectively within a team;
- J. Discuss and describe methods for managing stress in a work environment
- K. Identify and describe business ethics;
- L. Describe and discuss characteristics of effective leadership
- M. Prepare documents needed for a job search including resumes and cover letters.

V. CONTENT:

- A. Introduction to the role of the administrative office professional
 - 1. The changing role of the administrative office professional
 - 2. Changes in the workplace
 - 3. Technical and non-technical skills and qualifies for success
- B. Telephone techniques and effective customer service
- C. Written and oral communications
 - 1. Email
 - 2. Memo

- 3. Letters
- 4. Presentations
- D. Overview of basic office equipment
 - 1. Copiers
 - 2. Fax
 - 3. Emerging Technologies
- E. Stress and Time Management
- F. Conflict Resolution and Office/Business Etiquette
- G. Records management
 - 1. Classification
 - 2. Storage
 - 3. Retention
 - 4. Manual and Electronic Systems
- H. Workplace Mail and Shipping Services
- I. Using the Internet
 - 1. Teleworker/Virtual Assistant
 - 2. Resources
 - 3. Commerce
 - 4. Appropriate business usage
- J. Meeting and Event Planning
 - 1. Scheduling and Planning
 - 2. Agendas and Minutes
- K. Ethical Behavior in a Business Environment
- L. Leadership
 - 1. Characteristic
 - 2. Development
- M. Preparing for Job Search
 - 1. Resumes and cover letters
 - 2. Resources
 - 3. Professional Image

VI. METHODS OF INSTRUCTION:

- A. **Discussion** -
- B. **Demonstration** -
- C. **Lecture** -
- D. Case studies
- E. Hands-on exercises/problem-solving
- F. Reading assignments

VII. TYPICAL ASSIGNMENTS:

A. Reading 1. Read the chapter on Travel Arrangements Review the discussion items and formulate your response to each item. B. Research 1. Using the Internet, research travel arrangements for a seven-day business trip to Tokyo, Japan. Obtaining pricing and scheduling information on airfare between San Francisco, and Tokyo. List several hotels including pricing, accommodations, and amenities. Also research common business customs and practices that should be followed while on a business trip in Japan. C. Video 1. Check out the Conflict Resolution and Etiquette DVD and the handout for the Conflict Resolution and Etiquette DVD. View the video. Complete and submit the handout.

VIII. EVALUATION:

A. **Methods**

- 1. Papers
- 2. Projects
- 3. Other:
 - a. Methods
 - 1. Written assignments
 - 2. Hands-on projects
 - 3. Handouts on Videos
 - 4. Professional growth plan developed throughout the semester

B. **Frequency**

- 1. Frequency
 - a. Weekly written assignments
 - b. Weekly hands-on projects
 - c. Eight to nine video handouts throughout the semester
 - d. Write a one page executive summary of growth plan

IX. TYPICAL TEXTS:

- 1. Fulton-Calkins *Technology & Procedures for Administrative Professionals*. 13th ed., South-Western Publishing, 2006.
- 2. Fulton-Calkin/Stulz *Procedures & Theory for Administrative Professionals*. 6th ed., South-Western Publishing, 2009.
- 3. Cooperman *Professional Office Procedures*. 5th ed., Pearson Education, 2009.

X. OTHER MATERIALS REQUIRED OF STUDENTS:

- A. Storage Media
- B. Go Print Card