

**Learning Objectives:** The students will be able to –

- Know and understand the meaning of various terms used in offices.
- See and experience the working of offices through visits to firms.
- Apply the aspects of filing and records keeping practically

**Course Learning Outcomes:**

CO1: Identify and recognize the importance of Administrative functions and the key skills required for effective practice in an Office (Skills of Front Office Assistant)

CO2: Demonstrate critical thinking when presented with workplace issues and express views articulately (Case Studies and Exercises)

CO 3: Create & Design a Layout and a Model based on a scaled version guided by the Principles of Layout using cutouts and miniature items (Kinesthetic skills)

CO 4: Outline and Identify the practical aspects of an Office through Visit-Observe-Study-Report – a Shadow Enterprise Technique initiated in Teams of 4 – 7 students

CO 5: Write Official Letters and Memoranda in an Office for Practice based on the specific Principles of correspondence

**MODULE I Meaning of office:** Modern concept of office; functions of office – Basic and Secondary; Relationship with other departments, importance of the office in the present scenario; Virtual Office, Paperless Office, elements and functions of Office Management, Office Manager – Role, responsibilities and relationship with others.

**MODULE II Office Space and Environment Management:** Principles of location; office layout – principles and factors. Office building – open and private offices ;office lighting ; interior decoration and colour, ventilation, noise, sanitation and hygiene, cleanliness and physical hazards, selection of furniture, Vaasthu and Feng shui for offices, Case studies.

**MODULE III Office Automation & Systems :** Office Automation, Criteria for selection, types of machines, Internal and external devices for oral, written and mechanical Communication, Mail Routines and Equipment, Office procedures & Systems - Guides and Common charts of Office work simplification - Planning for improving office procedures, Case review.

**MODULE IV Forms and Records management:** Office forms, Designing and control, Records Management – Purposes, Types of records, Filing equipment and methods, indexing, types and application, e Files and e Records, , Office stationery, Exercises and Case Studies. 4

**MODULE V Office Correspondence -** Organizing correspondence, 7 C's of Correspondence, Layout of Letters, Form letters, Kinds of Office and Business Letters, Office Reports and Kinds, Exercises and Case Review

**Books for study:**

Chopra R.K., Office Management – Himalaya Publishing House, New Delhi, 2003

**Recommended References for Reading:**

Bhatia, R.C., Principles of Office Management, Lotus Press, New Delhi  
Denyer J.C. – Office Management – Tata McGraw Hill , Delhi – 2000

