

**CATALOG INFORMATION**

Dept and Nbr: BOT 154            Title: OFFICE PROCEDURES  
Full Title: Office Procedures for the 21st Century  
Last Reviewed: 2/8/2021

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	3.00	Lecture Scheduled	3.00	17.5	Lecture Scheduled	52.50
Minimum	3.00	Lab Scheduled	0	6	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	3.00		Contact Total	52.50
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 105.00

Total Student Learning Hours: 157.50

Title 5 Category: AA Degree Applicable  
Grading:            Grade Only  
Repeatability:    00 - Two Repeats if Grade was D, F, NC, or NP  
Also Listed As:  
Formerly:

**Catalog Description:**  
This course includes a simulation that covers the administrative skills needed to function as a productive and valuable member of an office team. Topics include managing resources, file and records management, telephone techniques, processing mail, travel arrangements, and other administrative tasks. Throughout the course globalization and ethical issues are identified and discussed. Students will develop an office manual that can be used as a sample of their work.

**Prerequisites/Corequisites:**

**Recommended Preparation:**  
Eligibility for ENGL 100 or ESL 100

**Limits on Enrollment:**

**Schedule of Classes Information:**  
Description: This course includes a simulation that covers the administrative skills needed to function as a productive and valuable member of an office team. Topics include managing resources, file and records management, telephone techniques, processing mail, travel arrangements, and other administrative tasks. Throughout the course globalization and ethical

issues are identified and discussed. Students will develop an office manual that can be used as a sample of their work. (Grade Only)

Prerequisites/Corequisites:

Recommended: Eligibility for ENGL 100 or ESL 100

Limits on Enrollment:

Transfer Credit:

Repeatability: Two Repeats if Grade was D, F, NC, or NP

## **ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:**

<b>AS Degree:</b>	<b>Area</b>	Effective:	Inactive:
<b>CSU GE:</b>	<b>Transfer Area</b>	Effective:	Inactive:

<b>IGETC:</b>	<b>Transfer Area</b>	Effective:	Inactive:
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<b>CSU Transfer:</b>	Effective:	Inactive:
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<b>UC Transfer:</b>	Effective:	Inactive:
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**CID:**

**Certificate/Major Applicable:**

Major Applicable Course

## **COURSE CONTENT**

### **Outcomes and Objectives:**

Upon completion of the class, students will be able to:

1. Discuss the four types of business ownership.
2. Examine the impact of globalization on business.
3. Explain the role of the administrative professional.
4. Determine how to display ethical behavior in the workplace.
5. Apply customer service skills.
6. Explain the difference between working efficiently and working effectively.
7. Describe ways in which to organize office supplies and work stations.
8. Develop a system to cope with stress.
9. Use effective telephone techniques.
10. Discuss the importance of demonstrating ethics through business writing.
11. Compose letters to send domestically and internationally.
12. Identify email "netiquette" rules to follow.
13. Develop and implement a system for processing incoming and outgoing mail.
14. Distinguish among the various mail services.
15. Write the general procedures for sending a fax message.
16. Determine an efficient and economical copying policy for an office.
17. Distinguish among the filing systems.
18. Evaluate filing supplies and equipment.
19. Write the steps in preparing paper records for filing.
20. List tips for organizing electronic files.
21. Describe the guidelines for records retention and transfer.
22. Schedule appointments for one or more managers using appropriate scheduling aids.
23. Greet and direct domestic and international visitors.

24. Plan a domestic and international trip that includes details to be handled before a trip, during a trip, and at the conclusion of a trip.
25. Prepare a checklist of activities to be completed before, during, and after local, international, and virtual meetings.

### **Topics and Scope:**

1. Business environment and workplace
  - a. Types of business ownership
  - b. eCommerce
  - c. Globalization of business
  - d. Role of the administrative professional
2. Workplace environment
  - a. The workplace team
  - b. Business ethics and etiquette
  - c. Customer focus
3. Managing work time and other resources
  - a. Self-management concepts
  - b. Working efficiently and effectively
  - c. Supplies and work station
  - d. Stress management
4. Telephone techniques
  - a. Incoming calls
  - b. Outgoing calls
  - c. International calls
  - d. Voice mail
  - e. Taking messages
5. Written communication
  - a. Formatting routine correspondence
  - b. International correspondence
  - c. Email
6. Mail
  - a. Incoming mail
  - b. Outgoing mail
  - c. Delivery systems
  - d. International mail
  - e. Fax
  - f. Photocopying
7. Records management
  - a. Managing records
  - b. Retaining records
  - c. Tracking and organizing paper and electronic documents
  - d. Ethical issues related to records management
8. Appointments and visitors
  - a. Procedures for scheduling appointments
  - b. Scheduling aids
  - c. Visitors
  - d. Managing difficult customers
  - e. International visitors
9. Travel arrangements
  - a. Domestic travel
  - b. International travel

- c. Business trip planning
- d. Itineraries
- 10. Meetings and conferences
  - a. Local meetings
  - b. National meetings
  - c. International meetings
  - d. Virtual meetings
- 11. Ethical communication techniques in business throughout each topic

### Assignment:

1. Weekly reading assignments of 30-40 pages from textbook and Web resources.
2. End-of-chapter integrated office simulation with case problems and activities (approximately 10 to 12 chapters).
3. Office manual from activities and projects to include written instructions (approximately 6 to 10 instructions).
4. Quizzes and tests on textbook readings (approximately 8 to 10 tests).
5. Team activities to include a self-assessment and critiquing team members.

### Methods of Evaluation/Basis of Grade:

**Writing:** Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

Textbook assignments, instructions and procedures
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Writing 30 - 40%
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**Problem Solving:** Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Office manual, textbook activities, office simulation
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Problem solving 30 - 40%
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**Skill Demonstrations:** All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

Textbook activities and team projects
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Skill Demonstrations 20 - 30%
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**Exams:** All forms of formal testing, other than skill performance exams.

Quizzes or Exams: multiple choice, true/false, matching items, completion
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Exams 5 - 15%
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**Other:** Includes any assessment tools that do not logically fit into the above categories.

Attendance and participation
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Other Category 5 - 15%
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### Representative Textbooks and Materials:

Office Procedures for 21st Century, by Sharon Burton and Nelda Shelton. 8th edition, Prentice Hall, 2011.