



## OFFICE MANAGEMENT TRAINING COURSE MODULES

### **MODULE 1- (FRONT OFFICE MANAGEMENT)**

- EBPABX Board
- Front Office Activities
- Phone calls Records
- Attending Customers
- Scheduling appointment
- Office Routine Work

### **MODULE2- CONCEPT OF MODERN OFFICE MANAGEMENT**

- Introduction - Definitions of Office and Office Management
- Traditional and Modern Concept of Office – Back Office & Front Office
- Characteristics and Functions of Modern Office
- Elements of Office Management
- Importance of Office Environment

### **MODULE 3- OFFICE SYSTEMS AND PROCEDURE**

- Meaning of system and Procedure.
- Object of flow of office work.
- Difficulties in ideal work flow..
- Planning and scheduling of office work.

### **MODULE 4- OFFICE RECORDS MANAGEMENT**

- Introduction - Need - Objectives - Kinds of Records.
- Managing of department vise records.
- Classifying and Indexing of Records and Files.
- Principles - Retention and disposition of records.
- Paperless office- Concept, utility and feasibility
- Legal aspects of office records



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### MODULE 5- OFFICE COMMUNICATIONS

- Meaning and Elements of Office Communications
- Significance and barriers to effective communications
- How to do modern communications such as Fax - E-Mail, Internet

### MODULE 6- LAB SESSION

- MS Word, Advance Excel sheet (Short keys & Formula, V lookup, H lookup, Goal seek, Pivot Table)
- PowerPoint, Internet (Email, Attaching File, Scanning, Xerox, Fax, Print)
- MIS Report, Employee Attendance Sheets
- Drafting Letter (Joining letter, Appointment Letter, Relieving Letter, Application Forms,
- Newspaper Advertisement Activity

### MODULE 7- COMMUNICATION SKILLS

- Attending Clients
- General English
- Soft spoken Skills

### MODULE 8- INTERVIEW SKILLS

- Preparing Perfect Resume
- Interview Tips
- How to Face Interview
- Preparing Interview questionnaire