

# Simply a Better Way to Learn!



S K I L L S U P G R A D I N G

## Office Procedures – Level 1

### Course Introduction

This course will assist students in learning and practicing important office procedures, such as basic banking, records management, postal and courier services, telephone and fax services, dealing with the public, and using the Internet to research information.

This course consists of six Lessons and a Final Exam. Each Lesson is divided into Sections with related Tasks. There are questions at the end of each Lesson designed to reinforce the concepts the student has learned in the Lesson.

### Course Prerequisite(s)

Introduction to Windows course (98, 2000 or later), Introduction to Personal Computers, Microsoft Word Level 1, and Microsoft Excel Level 1, or equivalent.

### Course Aim

To familiarize the participant with basic office functions and procedures.

### Of Interest to

Those who plan to work in an office environment.

### Course Notes

Course manual provided for ongoing reference. There is a final exam upon completion of the course. Participants who receive 75% or higher on their exam will receive a certificate.

### Next Level

Office Procedures – Level 2 (OFP03E2)

### Course Breakdown

#### Lesson 1:

Selecting the Right Words; Working with Punctuation; Understanding Writing Style Mechanics; Making Use of Reference and Resource Tools

#### Lesson 2:

Exploring Key Banking Services; Preparing Current Account Deposit Slips; Issuing Checks with Stubs; Reconciling the Bank Statement; Managing Petty Cash

#### Lesson 3:

Understanding Records Management; Applying Alphabetical Filing Rules; Using Filing Systems; Exploring Filing Equipment and Supplies; Establishing Filing Procedures

#### Lesson 4:

Examining Postal Services; Researching Postal Rates; Using Postal Codes and ZIP Codes; Managing Incoming and Outgoing Mail; Working with Courier and Shipping Services

#### Lesson 5:

Understanding Telephone Equipment and Systems; Working with the Telephone Directory; Exploring Telephone Services; Managing Business Calls; Using Facsimile Services

#### Lesson 6:

Identifying Qualities of Effective Employees; Applying Social and Interpersonal Skills; Dealing with Business Callers and Visitors; Listening Skills for Dealing with the Public



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