

**BUS 172**  
**OFFICE PROCEDURES FOR THE WORKPLACE**  
**M & W**  
**10:15a.m.-11:40a.m.**  
**(3 Units)**  
**Code 10247**

**INSTRUCTOR**

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**Office Hours**

<b>M &amp; W</b>	<b>11:45am-12:45pm</b>
<b>T &amp; T</b>	<b>12:30-1:00pm</b>
<b>F</b>	<b>9-10am</b>

**COURSE DESCRIPTION**

This course stresses all business skills and those competencies required of the office worker in today's business environment. The course provides realistic and meaningful experiences to strengthen student's administration skills and knowledge of business procedures and technological skills. The role of the administrative assistant will be analyzed as well as the global influences that affect the way business is conducted.

**OBJECTIVES**

1. Demonstrate knowledge of the secretarial profession including role of the secretary, office environment, and hospitality issues.
2. Demonstrate knowledge of information processing including preparing final documents, handling incoming and outgoing communication, composing assignments, and records management.
3. Demonstrate knowledge of office equipment services and systems including reprographics, telephone and telegraph, communication systems, and information resources management.
4. Demonstrate knowledge of administrative support services expediting travel assignments planning and facilitating meetings.
5. Demonstrate knowledge of research and organizations of business data including collecting business information, presenting statistical information, writing reports, giving oral presentation, and preparing publication.
6. Demonstrate knowledge of financial and legal procedures including: office financial responsibilities, investments, insurance, payroll, tax records, and legal documents.
7. Demonstrate knowledge of secretarial placement and advancement including selecting the right position, planning a professional role, and fulfilling and administration role.
8. Demonstrate knowledge of the global nature of business by preparing international business documents appropriately.

**STUDENT LEARNING OUTCOMES**

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

- Develop oral, analytical and written skills by persuading a point of view in an oral presentation.
- Develop research techniques to learn about a product or concept in order to sell it to an audience
- Display professionalism while selling skills, knowledge and education during a mock interview.

**ATTENDANCE POLICY**

The instructor will drop a student who fails to attend the first meeting of the class. Your presence in class is of great value. Regular attendance in all classes is expected of all students enrolled. A student may be excluded from further attendance in a class during any semester when absences after the close of registration have exceeded the number of class hours, which the class meets per week. Students can be dropped if he/she is disturbing in class. A student who is tardy three times may be considered as having been absent once.



## MATERIALS REQUIRED

*Textbook:* Burton, Sharon, Office Procedures for the 21<sup>st</sup> Century, 8<sup>th</sup> Edition  
*Materials:* One GB USB

## METHODS OF EVALUATION

Assignments	20%
Tests	40%
Final Presentation	20%
Final Exam	20%

## Course Outline

<u>Weeks</u>	<u>Assignments</u>
Week 1	Ch. 1 Understanding the Changing and Challenging Office
Week 2	Ch. 2 Developing Professional Skills
Week 3	Ch. 3 Preparing for Your Employment
Week 4	Ch. 4 Time Management
Week 5	<b>Test Part I: Ch. 1-4</b> Ch. 5 Telecommunications
Week 6	Ch. 6 Building Communication Skills
Week 7	<b>Test Part II: Ch. 5 &amp; 6</b> Ch. 8 Records Management
Week 8	Ch. 9 Banking and Accounting Procedures
Week 9	Ch. 15 Working in a Medical Office
Week 10	Ch. 16 Working in a Legal Office
Week 11	<b>Test Ch. 8, 9, 15, 16</b> Ch. 10 Scheduling Appointments and Receiving Visitors
Week 12	Ch. 11 Making Travel Arrangements
Week 13	Ch. 12 Planning Meetings and Conferences Ch. 13 Developing Effective Oral Presentations
Week 14	Ch. 14 Preparing to Meet the Challenges
Week 15	<b><u>Group Presentations</u></b>
Week 16	<b>Final Exam: Ch. 13 &amp; 14</b>

## NOTICE

The instructor reserves the right to modify, change or add to the assignments or the number of exams.

Please turn off cell phone while in class. *Texting, chatting or face book are not allowed in class.*

## NEED FOR ASSISTANCE

If you have any condition, such as physical or learning disability, for which you need extra assistance, please provide me with information regarding your special needs as soon as possible so that appropriate accommodations can be made. You should also meet with the DSP&S support staff and counselors.