South Central College
OTEC 2812 Office Procedures
Common Course Outline

Course Information
Course Number: OTEC 2812
Credits: 3
Department: Office Administration and Technology
Usage: Spring 2011
Instructional Type: Online

Description
Content covered in this course include Microsoft Outlook; aspects of the changing office; managing work, time and resources; using office technology and equipment; processing mail; providing customer service; scheduling appointments; receiving visitors; making travel arrangements; planning meetings and conferences; using telecommunications; professional development; and leadership.

Prerequisites
OTEC1875 Word Processing Concepts and Applications: Core

Learning Outcomes Addressed in this Course
Institutional Core Abilities
A. Communication
B. Critical Thinking
C. Professionalism
D. Technological Literacy

Competencies
1. Use Microsoft Outlook
   Learning Objectives
   a. Use Outlook for email
   b. Use calendar for scheduling
   c. Manage contacts
   d. Create tasks and notes
   e. Customize, integrate, and archive Outlook components
2. Understand the changing and challenging office environment
   Learning Objectives
   a. Explain the role of an office professional
   b. Describe current office trends
   c. Explain the concept of organizational structure
   d. Define and explain the classification of authority
3. Communicate effectively and professionally

**Learning Objectives**

a. Discuss the desirable attitudes and traits that contribute positively to communicating with others
b. Describe your role in forming the image of the organization
c. Describe the human relations skills necessary to work in an international environment
d. Create effective and ethical written communications
e. Practice effective listening techniques

4. Manage your work, time, and resources

**Learning Objectives**

a. Explain the difference between working efficiently and working effectively
b. Describe at least ten guidelines to follow to establish your own work habits
c. Establish two follow-up organizers
d. State suggestions for organizing both the office supplies and the work station
e. Suggest methods for practicing environmental consciousness in an office
f. Discuss the principles of ethical conduct in the workplace

5. Process workplace mail

**Learning Objectives**

a. Follow electronic mail etiquette
b. Handle incoming mail
c. Handle outgoing mail
d. Distinguish among domestic and international mail classifications and mail services

6. Provide customer service, schedule appointments, and receive visitors

**Learning Objectives**

a. Apply good customer service techniques
b. Schedule and confirm appointments
c. Use appropriate scheduling aids
d. Greet and direct visitors
e. Manage difficult customers
f. Host international visitors

7. Make travel arrangements

**Learning Objectives**

a. Identify types of services and information resources needed to make domestic and international travel arrangements
b. Prepare for a business trip
c. Make travel and hotel reservations
d. Make special arrangements for international travel
e. Develop and overall trip plan that includes details to be handled before a trip, during a trip, and at the conclusion of a trip
f. Discuss the differences between priorities of time in different cultures

8. Plan meetings and conferences

**Learning Objectives**

a. Follow procedures to prepare for a business meeting
b. Prepare a checklist of activities to be done before, during, and after the meeting
c. Identify the structure and procedures used in team meetings
d. Identify the most common forms of virtual meetings
e. Identify the additional responsibilities required to plan an international meeting

9. Use telecommunications in the office

**Learning Objectives**
a. Use an online telephone directory to locate information
b. Describe the procedures for answering, transferring, and screening office calls
c. Describe the procedures for placing and receiving long-distance phone calls
d. Determine the appropriate time to call offices in other time zones
e. Describe the procedures for placing international calls
f. Identify office telephone services and telephone systems
g. Describe effective voice mail
h. Describe the ways in which the Internet is used for communicating
i. Explain how to troubleshoot problems experienced when making international calls