CERTIFICATE COURSE OF OFFICE ADMINISTRATION

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Syllabus

House keeping

Types of files: It depends upon the type of office. But commonly the following files have to be maintained.

a) Sale File – The duplicate sale bills are arranged number-wise and date-wise.

b) Purchase File – All types of products or raw material purchase bills are arranged date-wise.

c) Expense File – All types of expense bills related to your business are arranged date-wise.

d) Correspondence File – All types of correspondence is arranged date-wise. There should be two files apart for received letters and sent letters, i.e. inward outward files.

e) Bank File – Letters regarding bank matters, e.g. Advances, F.D.s, stop payments, etc.

f) Staff information – Right from application, Leaves, P.F. data, Salary Pattern, personal information & also C.R.

Housekeeping

1. How to punch the paper and file it.

2. How to maintain the Inward and Outward Register.

3. How to arrange all the files and number it or name it.

4. How to prepare bills.

5. How to prepare the essential vouchers.

6. How to maintain the attendance register.

7. Types of leaves e.g. casual, medical.

8. How to keep your office neat and tidy.

9. Work system for staff.

10. Reception

Letter Drafting

1. Thanks giving

2. Covering letters

3. Purchase letter

4. Quotation

5. Marketing and Product Information

6. Invitation

7. Advertisement

8. Greetings

9. Condolence

10. Enquiry (Memo)

Accounting Method

1. How to write the accounts.
2. How to maintain the Cash Book with ledger heads
3. How to prepare the Ledger
4. Bank Entries
5. Receipt Payment

Banking Transactions

1. Cash Deposition
2. Cheque Deposition
3. D.D. Purchase
4. Cash Withdrawals
5. New F.D.s
6. Renewal of F.D.s

Telephone Operatoring

1. How to receive the phone (Ethics)
2. How to take message
3. How to maintain the message book
4. How to convey the message to the proper person

5. How to maintain the telephone directory of useful numbers related to your office

Marketing

There are various types of businesses which require marketing, e.g.

1. Home appliances, domestic products.
   These businesses may require home to home marketing. Then how to make people to buy it. About our product (Quality, Service, other comparison)
2. Bank, Schools
   How to give assurance of the standard.
   Good services.
3. Other types of locally manufactured products
   Usage, benefits

Personality Development

1. Reading skills
2. Listening skills
3. Manners
4. Self presentation
5. General knowledge
6. Conversational skills
7. Confidence building
8. How to behave with seniors and how to behave with juniors
9. How to choose right track
10. Decision making

Programme Coordination

1. How to arrange the programme
2. E.g. Product Launching, Prize Distribution, Birthday, Send off, VIP visit, etc.
3. Paperwork to arrange it
4. Listing of all the things that require
5. Division of work
6. Venue, menu and conditions
7. Invitations in proper time
8. Guest
9. Compeering
10. What is to be done after the programme

Other Important Things

1. Motivation
2. Perfectness
3. Hard Work
4. Meditation
5. Loyal

Work Experience & Field Work

1. Visits to some industries will be arranged e.g. offices like banks, schools, marketing offices, showrooms, manufacturing units
2. Work experience will be given in our school office

English Conversation

1. Manners
2. General question – answers

3. Types of enquiries e.g. railway, bus stand, banks, hospitals, other government offices
4. Letters – invitation, good wishes, thanksgiving, requests, permissions, etc.
5. Sentence patterns – Dos & Donts, Statements, Yes-No type, Wh type
6. Giving information about – self, family, office, institute, city, district, state, festivals
7. Useful vocabulary – nouns, verbs, adjectives, prepositions, etc.
8. Writing skills