

PENANG SANGAM HIGH SCHOOL
P.O.BOX 44, RAKIRAKI

LESSON NOTES AND ACTIVITY 13

Year/Level: 9 Subjects: Office Technology

STRAND	OT 9.3 Office Administration
SUB-STRAND	OT 9.3.1 Office Roles and Functions
LEARNING OUTCOME	<ul style="list-style-type: none">• Discuss how an office function supports the organization.• Explain the three operations of an office.

FUNCTIONS OF AN OFFICE

Office functions support the goals of the organisation and each specific department as follows:

OFFICE FUNCTIONS				BUSINESS FUNCTION
Communicating with customers	→	SUPPORT	→	Marketing goods and services
Managing staff	→		→	Production of goods and services
Managing finance	→		→	Controlling Finances
Processing data	→		→	Human Resource Management

Office Operations

These are tasks which are performed in order to carry out the office functions of the business.

There are basically three categories of operations:

1. Operating Office equipment correctly.

- **Need to know how to operate photocopier in order to** photocopy documents.
- Use the facsimile machine (fax machine)
- Use the telephone system
- Use the Computer and word processor
- Handle process and retrieve documents
- Know the basic cleaning and maintenance of equipment

2. Understanding the processes involved in organizational procedures.

- Identify, solve problems and implement correct solutions.
- Complete forms
- Make out invoices

- Order office supplies
- Advertises products
- Prepare financial accounts

3. Communicating effectively within the office and with customers and suppliers.

- Know the hierarchical setup (Chain of command), and know who is responsible for which department
- Know the products and services provided
- Use correct method of writing letters and memo
- Able to handle difficult customers (angry, rude, impatient)
- organize meeting and arrange travel

Activity

1. State two office function.

2. State two business function.

3. Name three categories of operations

4. What all involves in communication process within the office?

THE END ☺