

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

LESSON NOTES AND ACTIVITY 15

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">• Understand the importance of values and skills.

ENTERPRISING VALUES AND SKILLS

Terms:

Enterprise – ability to think and step up

Values – principles governing a person's existence.

Skills – is the acquired ability to carry out a task

In an office environment, employees need to value time, take due care of money and utilize resources well.

For example:

1. Time is a valued resource and using it effectively requires organisation and discipline.

An employee spends 8 hours in a day working and should well utilize his time in being productive for the organization he/she is working for.

Everybody should practice time management that is using time effectively by planning each day:

1. Identify how many task you have to do.
2. How long it takes you to do each task.
3. Then prepare a To-do today list by prioritising your task in the following order:
 - (i) **Urgent task** – to be done immediately.
 - (ii) **Important task** – to be done before the end of the day.
 - (iii) **Low Priority tasks** – after finishing first two priorities.

Managing Money and Resources

- Money that is handled by an office is either the payment received from clients/customers or the **petty cash** which is amount set aside for small/emergency expenses.
- Wherever money is concerned, it is very important that a proper record for each transaction taking place is kept well. Each and every cent for a business should be accounted for that is why management of money is a serious matter.
- Likewise with the management of resources.

- If there is mismanagement of money or resources, it will be shown in the Auditor's report. It will be evident after stock take (inventory).
- It will be a criminal offence and the offender will face necessary consequences (prosecuted and charged or jailed), if found guilty.
- An employee should always exercise self-discipline, be very strong willed, honest and instil all good virtues of mankind so that he/she will not be compelled in doing wrong.

ACTIVITY

Refer to the notes and answer the questions below:

1. Differentiate between values and skills.

2. What are the **two** things a business to manage well in order to operate effectively?

3. Good time management is achieved by _____ your task.

4. Re-arrange the below task in correct order of priority:

- A. Attend meeting at 10.00am
- B. Monthly report submission due
- C. Weekly report submission due
- D. Making appointment for manager to attend a conference on the following day

THE END 😊