

Teaching Lesson Plan

SEC-1 OFFICE MANAGEMENT

Lecture hours: 45

SN	Subject and Objectives	Lectures Hrs	Methodology	Evaluation Mode
Unit-I	Office and Office Management	10Hrs		
	Meaning of office. Functions of office – primary and administrative management functions, importance of office, duties of the office manager, his qualities and essential qualifications.	10	PPT, Illustrations	Q & A, Assignments
Unit-II	Filing and Indexing	5Hrs		
	Filing and Indexing – Its meaning and importance, essentials of good filing, centralized vs. decentralized filing, system of classification, methods of filing and filing equipment, Weeding of old records, meaning and need for indexing, various types of indexing.	5	PPT, Illustrations	CIA
Unit-III	Mail and Mailing Procedures	5Hrs		
	Mailing Procedures – meaning and importance of mail, centralization of mail handling work, its advantages, room equipment and accessories, sorting tables and rack, letter opener, time and date stamps, postal franking machine, addressing machine, mailing scales, mailing through post, courier, email, appending files with email. Inward and outward mail – receiving, sorting, opening, recording, making, distributing, folding of letters sent, maintenance of peon book, dispatching, courier services, central receipt and dispatch.	5	PPT, Illustrations	Q & A, Assignments
Unit-IV	Forms and Stationery	2Hrs		
	Office Forms – introduction, meaning, importance of forms, advantages of using forms, disadvantages of using forms, type of forms, factors affecting forms design, principles of form design, form control. Stationery – introduction, types of stationery used in offices, importance of managing stationery, selection of stationery, essential requirements for a good system of dealing with stationery, purchasing principles, purchase procedure, standardization of stationery.	2	PPT, Illustrations	Q & A, Assignments
Unit-V	Modern Office Equipments	2Hrs		
	Modern Office Equipment – Introduction, meaning and Importance of office automation, objectives of office mechanization, advantages, disadvantages, factors determining office mechanization. Kind of	2	PPT, Illustrations	Q & A, Assignments

	office machines: personal computers, photocopier, fax, telephone, telephone answering machine, dictating machines, Audio Visual Aids.			
Unit-VI	Budget	2Hrs		
	Budget - Annual, revised and estimated. Recurring and non-recurring heads of expenditure	2	PPT, Illustrations	Q & A, Assignments
Unit-VII	Audit	2Hrs		
	Audit process- Vouching, verification and valuation (in brief). Consumables/ Stock register and Asset register. Procedure for disposal of records and assets.	2	PPT, Illustrations	Q & A, Assignments
Unit-VIII	Banking facilities	2Hrs		
	Types of accounts. Passbook and cheque book. Other forms used in banks. ATM and money transfer.	2	PPT, Illustrations	Q & A, Assignments
Unit-IX	Abbreviations/Terms used in Offices	2Hrs		
	Explanation of abbreviations/terms used in offices in day-to day work,	2	PPT, Illustrations	Q & A, Assignments
Unit-X	Modes of Payment	2Hrs		
	Types of payments handled such as postal orders, Cheque (crossed/uncrossed), post-dated and pre-dated Cheques, stale Cheque, dishonored Cheque.	2	PPT, Illustrations	Q & A, Assignments
Unit-XI	Role of Secretary	5Hrs		
	Definition; Appointment; Duties and Responsibilities of a Personal Secretary; Qualifications for appointment as Personal Secretary. Modern technology and office communication, email, voice mail, internet, multimedia, scanner, video-conferencing, web-casting. Agenda and Minutes of Meeting. Drafting, fax-messages, email. Maintenance of appointment diary.	5	PPT, Illustrations	Q & A, Assignments

Reference Books:

1. Bhatia, R.C. Principles of Office Management, Lotus Press, New Delhi.
2. Leffingwell and Robinson: Text book of Office Management, Tata McGraw-Hill.
3. Terry, George R: Office Management and Control.
4. Ghosh, Evam Aggarwal: Karyalaya Prabandh, Sultan Chand & Sons.
5. Duggal, B: Office Management and Commercial Correspondence, Kitab Mahal.

Prepared by: Department