# MANUAL BOOK DPK10023

## OFFICE ADMINISTRATION 1



ILI AQILA ISMAIL

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# CHAPTER 1: Introduction to Office Management

## 1.1 The Role And Functions Of Office In An Organization

### 1.1.1 Definition of office in an organization:

- Office is a part of an organization. It is a place where records of various activities are kept.
- The basic function of an office can be said to be receiving, recording, arranging and the giving of information.
- According to **Denyer**, "Office is a place where clerical operations are carried on. It is not a mere place but a place with various activities".
- As per **Mills and Standingford**, "The purpose of office has been defined as the providing of service of communication and record. The office collects information about the various activities of the organization from both internal and external sources, the structure of relationships and responsibilities, authorities and duties by means of which the work to be done by the personnel and means to do it are brought together and coordinated".

### 1.1.2 Significance and main objective of an office:

**Significance of Office**

- Office is the centre of an organization which provide the necessary information on the basis of which plan and policies may be formulated and results assessed.
- According to **Leffingwell W.H.**, "A well organised office makes it possible for management to plan its operations intelligently, to put its plan into effect surely, to follow their progress currently, to determine their effectiveness promptly, to appraise the results without delay and to co-ordinate all the activities of the business".

**Main Objective of an Office:**

Four (4) main objective of an office are:

1. To plan the activities of office and ensure their execution.
2. To co-ordinate the activities of the various departments.
3. To preserve all the records of the business.
4. To maintain books of accounts, registers, books, statutory and non-statutory register of the business.

### 1.1.3 Types of Alternatives Office:

There have Three (3) types of alternatives office are:

1. **Virtual Office**

   *Virtual* is a describes as something that has conceptual form but no physical form that you can see or touch. For example, A virtual library might be a computer station that gives you access to many libraries from you school or home.

   Virtual Office has no physical form but allows you to perform work activities as you would in a traditional office setting. Some office workers use virtual office; some offices employ virtual assistants. A virtual assistant is a worker who performs tasks normally handled by on-site secretary or administrative assistant.

   A virtual assistant can work from home office. They do not require on-site office space and are usually paid only for the hours they work. This is save cost for company especially for the small business.

   Examples that Virtual Office provide for businesses:

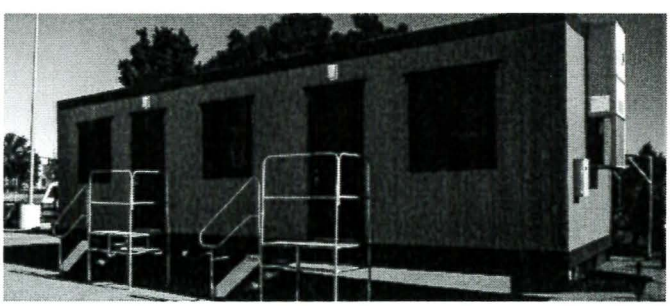
   - Business postal address. It helps businesses looks more professional.
   - A receptionist that will helps company to arrange meetings by answering telephone calls and voicemails services.
   - Next it will provide envelope opening because the services include with an address, meeting rooms

2. **Mobile Office**

   Mobile office is a temporary located at a particular site or that can move from place to place.

   Mobile Office are much like traditional offices but they are temporary. Offices set up at construction site and manned by office staff are one type of mobile office. Another type of mobile office is the nonterritorial workspace. It is available on an assignment basis. They are not assigned to anyone permanently. Example of nonterritorial situation when staff member work away from the company because they do not need permanent office but once they arrive at headquarters they can request an office.

   ***Example:*** Office that located at site that looks like container.



### 3. Home Office

A space within a person's home that used to perform office task is referred to as a home office. In many home offices, workers can communicate easily with others using email, Internet, an Intranet, fax and a telephone. People who work at home can take part in teleconferences with person at different location.

Some people that work at home are self-employed. The person usually called as freelancers. Freelancers may occasionally meet with customers or client in person. They will communicate via e-mail, telephone and mail.

## 1.2 Key of Office Activities in an Organization

### 1.2.1 Practice the duties of Secretary:

| | |
|---|---|
| **Creating/analysing Information** | -Composing memorandums, letters and reports.<br>-Organizing, summarizing and interpreting data.<br>-Creating presentations.<br>-Making decisions and recommendations based on information studied. |
| **Searching Information** | -Accessing databases, the internet and company intranets.<br>-Requesting information from persons within the company.<br>-Requesting information from persons within the company.<br>-Using reference manuals and books. |
| **Processing Information** | -Editing and proofreading<br>-Keyboarding<br>-Opening and receiving incoming communications.<br>-Entering data in databases.<br>-Photocopying<br>-Preparing outgoing communications.<br>-Preparing checks, orders and invoices.<br>-Preparing spreadsheets. |

| | |
|---|---|
| **Communicating Information** | -Answering telephone<br>-Greeting callers.<br>-Responding to persons within and outside the organization.<br>-Providing instruction to co-workers.<br>-Preparing and delivering presentations. |
| **Managing Information** | -Maintaining calendars.<br>-Maintaining databases and files.<br>-Maintaining financial records. |

**1.2.2 Discuss the Behaviour and Attitudes Needed as a Professional Office Secretary:**

**Six (6)** behaviour and attitudes as a Professional Office Secretary: -

**1. Cooperation**

- A cooperative worker is willing to participate in what needs to be done to achieve a company goal. Company will provide a job description for each of employee to know about their job scope but if company need employee to perform other task, employee must give cooperation to complete the task.
- A good secretary needs to have a positive attitude and helpful during crucial time.

**2. Loyalty**

- Professional are loyal to the company and to their work group or department. Being loyal means supporting the efforts of the company and work group. Doing a job with efficient is also being loyal to the company because it is a way to win the organization's trust.

**3. Continued Learning**

- Professionals are open to change and some changes may be needed to adapt to new technology. As a professional secretary, you need to willing yourself learn and improve your skills that relate to your job.
- Since we are in modernisation era, we need to learn as fast as technology pace.

**4. Confidentiality**

- Professionals know how to treat confidential information and be sure to understand what aspects of your work are confidential. If you revealing the confidential data of your company it will effect to company, employee also to customers.

**5. Sharing Information**

- ❖ Professionals share information in appropriate ways. The informal network by which employees share information is sometimes called the grapevine. Some informal communication can be good.
- ❖ Rumours and gossip are also often spread by the employees. Think carefully when you share information to others. Avoid discussing about news that you are not sure with others. As professional secretary keeps away to discuss about personal issues or affairs of fellow employees.

**6. Accepting Responsibility for Mistakes**

- ❖ When you make a mistake, accept responsibility for the error as soon as you realize it was made. Apologize when you make mistakes and take steps to correct the error immediately. You need to learn from your mistake and avoid making the same mistake in future. Never blame others for your mistake.

## 1.3 Elaborate Office Management in Organization

### 1.3.1 Definition of Office Management:

- ➢ According to **George R. Terry**, "A task of planning, coordinating, and motivating the efforts of others towards the specific objectives in the office".
- ➢ According to **Mills and Standingford**, "The art of guiding the personnel of the office in the use of materials, methods, machines and equipment appropriate to their environment in order to achieve its specified purpose".
- ➢ According to **The Random House Dictionary**, "Office Management as a function is that branch of the art and science of management which is concerned with efficiency performance of office work, wherever that work is done".

### 1.3.2 Elements of Office Management:

**A) Purpose -**

- ✧ Clears cut/goals of an organization will definitely provide proper directions to ensure implementations on plans, policies, programmes, budget etc.
- ✧ An office manage is not only part of the management but also an important link between the office and departments: Outsiders like suppliers, government department client, etc

**B) Method -**

- ✧ Necessary in order to carry out the various activities like filling, copying, records retrieval and disposal, processing of incoming and outgoing mail, communication and management information system.

- ✧ An office manage is required to coordinate the activities of his office with the activities of other organizational functions.
- ✧ The term "Means" include forms stationery, furniture, premises, equipment, etc.

**C) Personnel -**

- ✧ Known as human resources are very significant part of management.
- ✧ The office manager has to ensure implementations of plans and policies pertaining to effective recruitment and selection of right person for the right job.
- ✧ ***Example:*** Provision of appropriate training and development programme and scope for satisfactory fair promotion and transfer.

**D) Environment -**

- ✧ It has an important bearing on the efficiency of employees,
- ✧ Office environment comprises of lighting, ventilation and temperature control, interior decoration, office furniture, security, safety, sanitary arrangements.

### 1.3.3 Functions of Office Management:

| | |
|---|---|
| **PLANNING** | -" Planning is deciding in advance what is to be done. It involves the selection of **objectives, policies, procedures and programmes** for "attaining enterprise goals". (M.E Hurle)<br><br>-Deciding in advance what to do, **when to do, where to do it, how to do it and who is to do it and how the results to be evaluate.** The main purpose is to provide a guideline for individuals engaged in the enterprise goals.<br><br>-" Selecting and relating of facts and the making and using of assumptions regarding the future in the visualization and formation of proposed activities believed necessary to achieve desired results". (Terry) |

| | |
|---|---|
| **ORGANIZING** | -Essential for accomplishing the objectives of the enterprises set by the administration and planned by the management.<br><br>-Involves the establishment through grouping of activities, assignment of activities to the specific department and individuals. |
| **STAFFING** | -The executive function which involve the recruitment, selection, training, placement, compensating promotion and demotion and finally the retirement of an employee.<br><br>-The aim is to take the right man for the right job. |
| **COORDINATING** | -The process of coordination involves synchronizing (matching) individual actions with the goal of the enterprise.<br><br>- "The best coordination occurs when individuals see how their jobs contribute to the dominant goals of the enterprise. This implies knowledge and understanding of enterprise objectives". (Koontz and O'Donnell) |
| **DIRECTING** | -Important function of management to give instruction to a group of people.<br><br>-As the process of management is concerned with getting work done through and with people, the require continuous encouragement to work effectively. |
| **CONTROLLING** | -" In an undertaking control consists in verifying whether everything occurs in conformity with the plan adopted, the instructions issued and principles issued". **(Henry Fayol)**<br><br>-It is a measuring and correcting device as well as to ensure the effective planning. |

| | |
|---|---|
| | -The process of control involves 3 steps:<br>1. Setting of standards of desired performance.<br>2. A comparison of actual performance as against standard.<br>3. Taking corrective actions. |
| **BUDGETING** | -A budget is an estimate of income and expenditure for a definite period, expressed in terms of numerical units.<br>-Budgeting office operations so that proper system of control may be established, keep the expenditure within limits set by the various budgets. |

### 1.3.4 Effective Management Techniques:

1. **Set a goals and clear direction**
   - ✓ Employees have to work hard and be committed to the business, the manager has to keep them in the loop.
   - ✓ Open communication helps foster loyalty gives employees a sense of pride.
   - ✓ Recurring (frequent) meeting have to be set up to inform the employee about new business/questions.
2. **Delegate work and responsibilities**
   - ✓ Having hired some employees, the work load has to be shared with them.
   - ✓ Projects delegated according to people's strengths and weakness and employees let to develop their own good work habits and leadership skills.
3. **Encourage employees**
   - ✓ Setting deadlines and goals helps keep employees focused, busy and motivate them to do their work.
   - ✓ Each employee should understand his professional growth path in the company.
4. **Recognize problems**
   - ✓ The manager should know about personality conflicts, lagging (inefficient - slow) productivity or other problems in the office.

- ✓ Stay tuned to his employees so that he can be proactive and resolve situations before they escalate (become worse).
- ✓ If he notices change in work habits or attitude, try to get to the cause the problem before it starts affecting to others.

**5. Reward employees**

- ✓ Monetary (financial)
- ✓ Non-monetary
- ✓ Everybody appreciates increase in salary and bonus, but monetary rewards are not the only way to recognize a worker's contribution - by simply saying 'thank you'.
- ✓ The manager must value the employee's efforts and contributions.

**6. Be a mentor**

- ✓ One of the greatest gifts to employees is sharing his knowledge and experience.

**7. Give reviews**

- ✓ Employees need feedback about their performance to improve their skills and grows professionally.
- ✓ Example : while setting goals and performance reviews in the same meeting, the manager should make sure that he spends equal time addressing past performance and future goals.



**8. Be kind and tolerate**

- ✓ Manager should show employees some compassion (empathy, concern) by being flexible with work hours and time off, so they can tend to important matters.
- ✓ Family emergencies, illness and unplanned event.
- ✓ Manager must able to be flexible with work hours and time off due to emergencies cases.
- ✓ Employees must not take an advantage on this flexibility. Must appreciate.

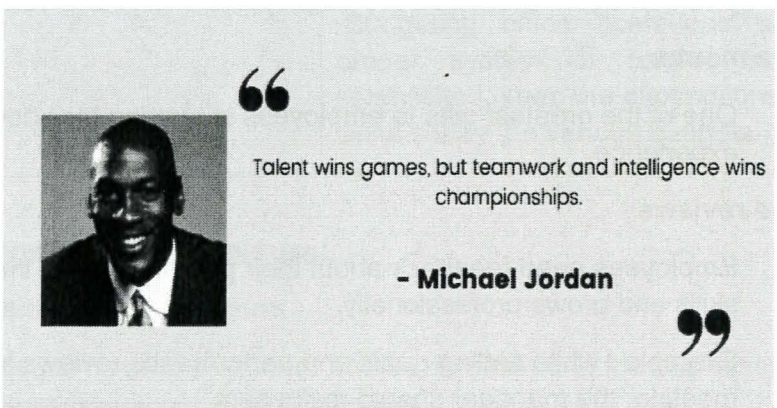
**9. Managing Change**

- ✓ The internet, information technology, managers and high competitive and growing business landscape of many businesses.

- ✓ Companies that succeed and survive in today's market place must anticipate change, adapt and thrive.

**10. Listen to your employees**

- ✓ Employee feedback is critical in managing change. Holding focus groups with employees is a great way to gauge reaction and monitor the progress of change.
- ✓ Communication is the corner store to successful change management. Talking to employees is not a one-time event and the manager needs to reinforce (support) by communicating early and often.



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## EXERCISE

### Objective Questions

1. Office is a part of an organization. It is a place where all records of various activities are kept. According to Denyer, state the definition of an office:

   A. Office is a management that decide are based on accurate, complete and timely information
   B. Purpose of the office has been defined as the providing of service of communication and record
   C. Office is a place where clerical operations are carried on. It is not mere place but a place with various activities
   D. Office collects information about the various activities of the organization from both internal and external sources

2. Choose the right elements in office management:

   A. Purpose, planning, directing, environment
   B. Purpose, method, staffing, loyalty
   C. Purpose, method, personnel, environment
   D. Method, personnel, budgeting, coordinating

3. _____ is the first function of office management.

   A. Planning
   B. Staffing
   C. Organizing
   D. Budgeting

## STRUCTURE QUESTIONS

1. List SIX (6) behavior and attitudes needed to be as secretary as a professional office secretary. (6 marks)

2. Explain any FIVE (5) functions of office management. (10 marks)

3. Explain FIVE (5) key of duties of secretary. (10 marks)

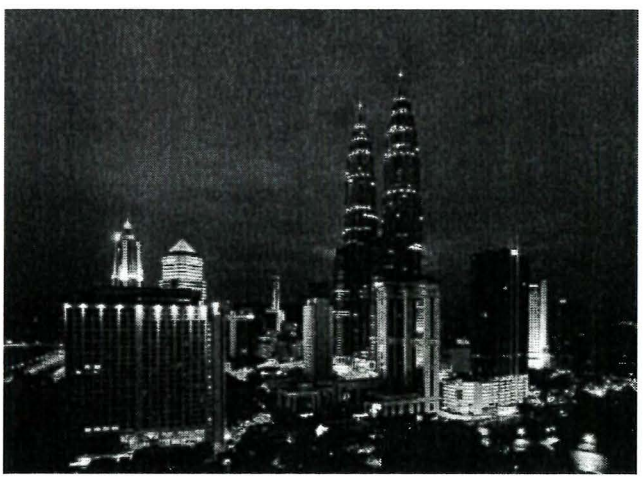
# CHAPTER 2: Office Accommodation, Layout and Environment

## 2.1 Interpret the Location of an Office

- Office location is directly dependent upon the broader problem of location of the firm as a whole.
- The Office Manager has to consider a wide range of factors like markets, labour supply, local laws, power, taxes, trends in regional and local development, living conditions, availability if suitable local sites, commuting problems for employees, transportation facilities and etc.
- The management has to decide clearly regarding the location of office either in **urban or sub-urban area.**

### 2.1.1 Advantages and Disadvantages of Urban Location and Sub-Urban Location

**Urban Location:** It includes towns, cities of region even areas of taluks and municipalities can be termed as urban location.



Advantages and Disadvantages of Urban Location:

| ADVANTAGES | DISADVANTAGES |
|---|---|
| **- Easy contact with other offices**<br>Easy to contact government and other offices in the same area. | **- Over Crowding and Congestion**<br>Overcrowded and congested with all their bad consequences. |

| | |
|---|---|
| **- Increase Image**<br>Can enhance the image of the company. | **- Difficulty to Expand Business**<br>Expansion facilities are limited |
| **- Easy Access**<br>More convenient for the customers to approach the office. | **- Higher Cost**<br>Have to pay more rent and taxes to corporation. |
| **- Transport Facilities**<br>Can get transport facilities easily. | **- Demand for More Pay**<br>The staff may demand higher wages |
| **- Banking, Post Office and other Facilities**<br>Banks, Postal and telegraph department, insurance companies choose | **- Polluted Atmosphere**<br>Pollution and unhygienic |
| **- Recreational**<br>Mostly available in urban areas. | |
| **- Other Amenities**<br>Water supply, prompt communication, electric, power skilled, labourer are available. | |
| **- Employees Preference**<br>A general tendency among the staff to prefer to work in a city. | |

**Sub-Urban Location:** Sub-Urban location is located at rural area and the location is far from the city.



Advantages and Disadvantages of Sub-Urban Location:

| ADVANTAGES | DISADVANTAGES |
|---|---|
| Lower cost of living | Inadequate service facilities |
| Low rent and taxes | Inadequate transport facilities |
| Quiet and hygienic atmosphere | Lack of communication |
| Scope for office expansion and modernization | |
| Less overcrowding and less congestion | |

### 2.1.2 Factors Influencing Location of an Office

**1. Convenience to customers:**

- Near to the parties whom business concern has almost daily contact.
- Near roadside, station and bus stand.

**2. Transportation Facilities:**

- Where customers can easily commute.

**3. Safety and Climate:**

- A safe place, where there should not fear of theft.

**4. Postal, Telegraphic and Banking Facilities:**

- A place where postal, telegraphic and banking facilities are available.

**5. Availability of Sufficient Space:**

- Place of location an office should have sufficient accommodation not only for the present needs but also for future expansion.

**6. Need of the Business:**

- The place selected for locating office should be according to the need of business. For example, the office of the retail trade should be near the godown.

## 2.2 Structure of Office Building

**Office Building:** Location of the office building play importance part in effecting the office environment.

- Structure building affect the office environment. If the office building restricts the entrance of light, air, etc then the office environment will not be healthy.

### 2.2.1 Advantages and Disadvantages of Own Office Building and Leased Office Building

- **OWN BUILDING: -** Building structure of office that has roof and walls built for permanent use which belonging to person.

**Advantages of Own Building:**

I. Represent a wise investment decision. Part of the building is rented on a good term.
II. Lends prestige and enhances credit worthiness and improve image in the eyes of the customers.
III. Permanency is assured. Address no need to be change due to growing needs of the business since the design of the own building takes care of the future needs.
IV. Building can be planned on the basis of present and possible future needs. Best possible use of accommodation can be made.

**Disadvantages of Own Building:**

1. Payment of taxes and settlement of disputes with tenants, if it is rented.

2. Huge investment which may not be within he easy reach of small or medium-sized business.

3. High cost of maintenance may also prove too much for a small or medium-sized business.

- **LEASED BUILDING: -** Written or implied contract by which an owner (the lessor) of a building grants a second party (the lessee) the right to its exclusive possession or rent the building for specific period under specified conditions for lease payment.

| ADVANTAGES | DISADVANTAGES |
|---|---|
| **Maintenance responsibility**<br>- No maintenance responsibility<br>- No problem like taxes or settlement with dispute | **High rent**<br>Rent generally very high at the urban location. The operating cost of business may increase, |
| **No investment decision responsibility**<br>- Save from the possibility of bad judgement | **Wastage of space**<br>Since the building is not constructed on the basis of the layout plan of the organisations some are may go waste in the process of layout. |
| **Ease in location change**<br>- Greater flexibility in term of locations | **Not need based**<br>Leased building normally not constructed on the basis of the needs of the lessee so the layout process may present with its own problems. |

| | |
|---|---|
| | **Frequent shift**<br>Leased building does not lead to permanence of address. This may cause inconvenience to customers. |

## 2.3 Office Layout

After locating your office, the size and shape of building have to be considered. The size and shape must be conducive to the present requirement as well as for the future expansion.

The modern office building is to be designed to facilitate the work and at the same time to meet other needs also. The building must facilitate the performance of work.

A good office layout can give can comfortable to the employees and may increase their job performance. According to **Hicks and Place**, "The problem layout relates to the arrangement in the space involved so that all the equipment, supplies, procedures and personnel can function at maximum efficiency".

### 2.3.1 Importance of Office Layout

**a. Maximize efficiency**

The office design can build you with maximum efficiency when the environment and the conditions in which they work are pleasant.

**b. Adequate and suitable physical office**

If the company provide adequate and suitable physical office, employee will increase their productivity and good quality of work.

**c. Special requirement**

Employee they have special requirement like tools, furniture, supplies and equipment to finish their work. As manager, you should provide employee's need. If their needs are fulfilled it will enhance their morale support.

### 2.3.2 Checklist for Accommodation

**a. Location**

- Proximity to bus/railway station
- Proximity to car park
- Convenience for customers
- Convenience for staff
- Proximity to banks/post office
- Availability to staff of the required type and level

**b. Site**

- Size
- Ground/garden
- Space for car park
- Access for goods delivery
- Availability of services (water, electricity, gas, drainage, telephone lines)

**c. Building**

- Size
- Number of staff to be accommodated (full time, part time)
- Likely expansion of staff over the next three/five years.
- Ground floor space required for heavy machinery, computers
- Weight carrying
- Projected office layout (individual offices or open plan), entrance for customers/clients
- Outside appearance
- Adequate space and permission for outside signs
- Leasehold/freehold
- Space for canteen/restaurant facilities
- Adequate fire extinguisher and other fire precautions
- Security against burglary
- Security against intruders during office hours

**d. Physical factors**

- Natural lighting required
- Heating
- Ventilation
- Decoration
- Noise
- Type and condition of lifts

### 2.3.3 Types of Office Layout:

**a. Landscape Office**

Landscape office is an open office arranging of straight line divided by gangways. It looks pleasant and attractive. Along with flexible furniture, an open floor plan can help keep workers happy and productive.



Well suited to the requirements of technical specialist, management information services.

**b. Movable Partitions**

It is known as movable walls. Used "I" establishing private office since this type of layout you will be not share with anyone else. They are now being used in establishing private offices. It made from metal woods, glass or plastics material to segregate private office areas. It is less costly and flexible uses.

Below are types of movable partitions:

- Ceiling high partition
- Half partition
- Folding partition up to the ceiling
- Counter high partition that segregate general office from private office



**c. Modular Unit**

Occupy less floor space, enhance work efficiency by eliminating unnecessary motions. The popular type for modular unit desk is L- pattern desk with a flat surface. Modular desk units are composed from different furniture units. For example, writing table, machine desk etc that are joined together to form a single unit.



### 2.3.4 Types of Office

The type of office is an important aspect of the productivity of business. The office design is depending on the type of business conducted, different office design can affect the work environment. The design can be provided either open office or private office for each section. These two types of office have advantages and disadvantages.

There are two types of office:

- **Open office**
- **Private office**

**Open Office: -**

Refer to a large room where all the department and equipment are housed under a single roof without partition or walls separating them. Open office does not have wall or divided.

This type of office is popular among of the company that encourage communication between employees. Working in open office you need to improve your performance as employers will keep an eyes on you.

**Advantages and Disadvantages of Open Office: -**

**Advantages Open Offices**

- Better space utilization.
- Supervisor feel easy to watch or monitor workers hence can reduce number of supervisor.
- Layout can be altering without any expenses (cost).
- More economics arrangement in light.
- Easy communication.

**Disadvantages Open Offices**

- Work affected by visitor and staff movement.
- Internal noise, conversation in the office.
- Infections and disease may spread quickly.
- Big hall may not efficiently supervise.
- Appear to be a crowded place.
- Secrecy unable to maintained.
- Top executives may not feel comfortable.

**Private Office: -**

Private office also known as close office. Small rooms occupied by department. Each department will be placed in each room. Such rooms are allotted by considering the nature of confidential matter to be dealt in or for top official. The secrecy and security can be maintained.

**Advantages and Disadvantages of Private Office:**

**Advantages Private Office**

- Increased in efficiency on the absence of noise.
- Confidentiality can maintain as greater privacy is possible.
- Promotes personal atmosphere.
- Add value and prestige to the individual.

**Disadvantages Private Office**

- Space is wasted because of partition.
- Affect the work flow.
- More supervisor resulting in supervision become more expensive.
- More expensive to build separate offices.
- More expensive to provide adequate light.
- Cleaning become tedious work.
- Layout will be a complicated one.
- More expensive furniture arrangement.
- Extra communication needed.
- Wasting time to check the availability of a person.

**2.4 Office Environment:**

Working environment is referring to:

- Working place
- Working condition
- Working hour
- Working equipment
- Training facilities
- Incentive payment system

**2.4.1 Advantages of Good Office Environment**

- Ease in work
- Simplicity in work
- Improvement in mental and physical fitness
- Increase in production
- Increase in profits
- Increase in efficiency

- Improvement in employee relations
- Reductions in employee turnover
- Reductions in employee absenteeism
- Increase in the goodwill

### 2.4.2 Physical Conditions of Office Environment

**a) General Principle of Good Lighting: -**

- Light must be sufficient.
- No dark shadow cast.
- Lighting system should be efficient at minimum cost.
- Light fitting made sturdy and good appearance.
- Possible to vary the light.
- Wall decorated in light shades to gain max lights reflections.
- Furniture with light finishing to avoid contrast when paper laid on them.
- To avoid glare, light should be suitable shaded or diffused and create 45 degree of angle between worker eyes.
- No polish or glossy surface on desk but have matt

**Benefit of Good Lighting: -**

1. **Increase output**

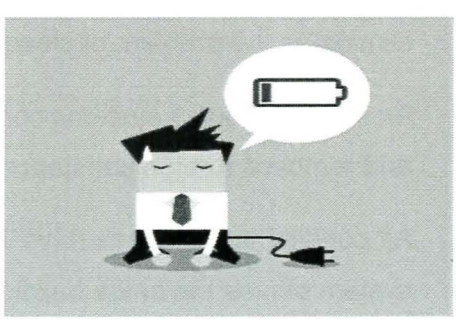
   A change from poor lighting conditions o good is almost certain to result in some increase in the rate of work output.

2. **Better quality of work**

   The quality of work in an office can be improved appreciably by bringing light up to accepted standards. When the light is not good, errors are more frequent due to eye strain or fatigue.

3. **Reduction of fatigue**

   Working in the office under poor light for prolonged periods causes eyestrain and may cause eyesight defects to develop or to be aggravated.



4. **Better employee morale.**

   Good lighting and good use of colour will do much towards creating pleasant work atmosphere which improves the morale of the office employees. Lighter colour reflects more light because they absorb less light than dark colours do and increase the intensity of illumination.

   Office floor, carpets, furniture, walls, ceiling, table, fans and equipment should be light colours so as to get more light at less cost.

**b) Ventilation: -**

- Supply of free air at the right temperature at the right humidity.
- Problem in ventilation can cause draught and if too hot and stuffy can cause drowsiness.
- Good ventilation should have a constant air flow.

**c) Office Decoration: -**

- Different colour has a psychological effect on people.
- Use bright, cheerful colour, soft and cool colour because it has psychological effects to people.
- Colour can also provide some degree of individuality, each section, department or entire floor of an office.

***Floor Covering.*** There are many factors to be taken into account when buying floor covering for an office which are cost, safety and sound absorber.

***Curtain.*** Curtain are provided by some offices, particularly in executive suites and offices. Curtain also provide sound absorbing. The colour of the curtain can be blend with the wall decoration. Ease cleaning is also important.

**d) Air Conditioning: -**

Air conditioning is usually the most suitable form of ventilation. It contributes to mental activity and boosts the efficiency of employees. It is costly system, but it eliminates the problem of cleanliness, heat, ventilation, humidity and noise etc.

An air conditioning systems controls the circulation, temperature and humidity of air and removes foreign substances of an enclosed area.

Air conditioning systems have **TWO categories** – package and central. Central system serves the entire building, while package units are commonly used in small office.

**Advantages of use Air Conditioning:**

- It helps to protect the product or equipment in the plan.
- It helps safeguard their health.
- It helps to keep production costs low.
- It helps maintain employee's efficiency.

**e) Reduction of Noise: -**

Noise affects the efficiency of the average office worker. When the noise has been covered, errors in clerical work have been reduced, volume of work increase and quality of work improved, it will give a better health for workers. Noise can be either internal or external depending upon the area from which it is generated.

**Internal noise created by:**

- Movement of machines
- Movement and conversation
- Cracking door
- Calling bells
- Shifting of furniture

**Measure to reduce internal noise:**

- Carpet, rubber or mats spread on the floor
- Placing felt pad below the machines
- Using buzzers
- Doors fitted with rubber or felt stop, automatic door spring, rubber pad

**External noise is created:**

- Street sound
- Noise from moving vehicles
- Noise from opening and closing doors

**Control of noise:**

- Locate office in quite place
- Use sound absorbing material
- Door fitted with rubber lining or hydraulic controls
- Place telephone switch board far away

**f) Cleanliness: -**

Office manager need to make sure the offices are clean and the cleaners employed are properly supervised. Furthermore, office should provide adequate equipment for them.

**g) Safety Provisions: -**

Most of accidents in the office occur due to:

- Slipping or falling
- Collision abstractions
- Handling of equipment
- Fire
- Bad light fitting

### 2.4.3 Office Furniture

Choosing good office furniture will make employee do better work in good conditions. If working condition is made as similar as home, employee is willing to spend more time and work harder. Employee will keep their place in good order, clean and tidy if their involved in set up the working environment.

There are four main criteria which forms the basic judgement as to the suitability of a piece of office furniture which are (i) is it functional, (ii) attractive, (iii) is it hard wearing, and (iv) is it cost within budget.

**Choosing Office Furniture: -**

**a) Design**

Size of top, height, number of drawers and suitability for the purpose.

**b) Saving in space**

Some furniture can save floor space

**c) Appearance**

Attractive but workmanlike; prestige may be a factor if the furniture is to be on an area/office open to the public.

**d) Comfort for the worker**

A high level of comfort means work can be performed with less distraction.

**e) Capital outlay**

Consideration on money use to buy furniture.

**f) Durability**

Metal or fiberglass virtually indestructible.

**g) Fire risk**

Metal and fiberglass less flammable than wood.

**h) Weight**

Light weight is preferable and fiberglass is suitable for furniture to move around.

**i) Hygiene**

Easy to be clean and should have a lot of space underneath for cleaning the floor purpose.

**j) Safety**

Furniture should have rounded corners avoid bruising cause by square corners.

## 2.5 Concept of 5S Philosophy in Private Sector and Public Sector Conducive Ecosystem (EKSA)

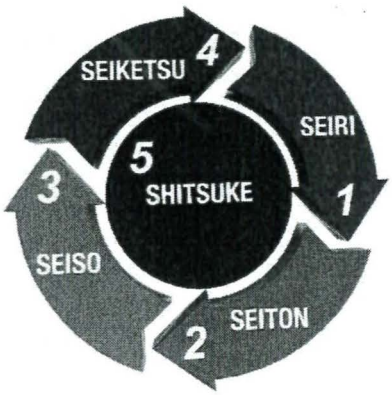
- 5S is the philosophy focuses of the Japanese Housekeeping and productivity tool.
- 5S in workplace that clean, uncluttered, safe and well organised to help reduce waste and optimize productivity.
- The main reason to have working environment more systematic, quality of work and practical.

**What is 5S?**

- 5S philosophy focuses in effective work place organisation, simplifies work environment and reduces waste while improving quality and safety.
- 5S is derived from five Japanese terms that beginning with the letter "S".
- **Kaizen (*pronounced ki-zen*)** – is a Japanese term meaning "change for the better". It is Japanese philosophy that continuously improve operations and involve all employees.

**Meaning of 5S**

| | |
|---|---|
| *Seiri* | - Sorting Out |
| *Seiton* | - Systematic Arrangement |
| *Seiso* | - Spic and Span |
| *Seiketsu* | - Standardizing |
| *Shitsuke* | - Self-discipline |




**1) Seiri - Sorting out**

Keep the necessary in work area. At work area you need to keep the necessary item for your work only. The items that unneeded you need to need to sort out and remove from your work area.

***Example:*** The unnecessary item such as artificial flower for table decoration is not allow at your work area.

**2) Seiton - Systematic arrangement**

Tools at work area need to organise by neatly arrange and identify part of tools for easy to use. Item should easy to find, use and return at its place.

***Example***: Storage location are assigned. Each area should be labelled. The label should be outside of the cabinet doors to help worker find identify what's inside the cabinet.

**3) Seiso - Spic and span**

This step is referring to cleanliness. Work area need to be cleared up and arrange for the efficiency. If the work area clean it is easy to detect dirt that builds up and easy to notice any problem that arise.

***Example:*** Employees need clean their work area and the equipment they used need to return at its place.

**4) Seiketsu - Standardizing**

After implement the three steps, next is should set a standard to keep a good practice at work area. This practice should be follow for those implement at office. Work area layouts and storage techniques should be standardized possible.

**5) Shitsuke - Self-discipline**

Finally, the last step to keep the practice, it has to educate people to maintain standard. The 5S involve culture change and it has to implement by everyone at all levels in the organizations.

**Benefit of 5S:**

- Reduces costs
- Higher quality; achieve work standardization
- Increased productivity
- Greater employee satisfaction
- A safer work environment

**PUBLIC SECTOR CONDUCIVE ECOSYSTEM (EKSA)**

Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) has undertaken the initiative to enhance the existing Public Sector 5S Practice in a rebranding exercise which introduced the Public Sector Conducive Ecosystem or better known as EKSA.

This move is in line with effort to strengthen the organizational culture of high performance and innovation among public sector agencies by providing a conducive environment, work culture and positive values. The rebranding is aimed at empowering public sector agencies to: -

a) Expand the implementation of Conducive Ecosystem in public sector agencies;
b) Enhance their corporate image;
c) Inculcate a culture of creativity and innovation in line with stakeholder's expectations;
d) Promote efforts supporting the campaign to Go Green and
e) Ensure the auditing elements meet the needs of various public sector agencies.




In conclusion, the introduction of EKSA is meant to enhance the existing Public Sector 5S practice with an emphasis on creating a conducive working environment. Government agencies that wish to seek consultation may contact the EKSA Facilitators that have been trained and certified by MAMPU during the Training of Trainers (TOT) programme.

## Exercise

### Objective Questions

1. _____ allows you to perform work activities as you would in a traditional office. It does not require on-site office space and are usually paid only for the hours they work for the projects they complete.

A. Open office
B. Virtual office
C. Mobile office
D. Mobile office

2. Choose disadvantage of sub urban location is _____.

A. overcrowding and congestion
B. demand for more pay
C. polluted atmosphere
D. inadequate transport facilities

3. To perform a good productivity, company need to provide a good working environment. Choose the right criteria in office environment.

A. People
B. Working hour
C. Atmosphere
D. Benefit from company

### Structure Questions

1. Explain FIVE (5) advantages of urban location. (10 marks)

2. Explain any FIVE (5) of physical conditions of office environment. (10 marks)

3. Office needs to design and choose right layout for workspace where employees can feel comfortable. Explain types THREE (3) types of office layout. (6 marks)

# CHAPTER 3: Telephone Technology and Services

## 3.1 What is Telecommunication?

- **Definition:** the electronic transfer of data over a distance.
- **Forms of Data:** can be sent electronically (voice, video, text, images).
- **Purpose:** used to access and transmit up-to-date information quickly.

**Emerging of Telephone Technology:**

- Emerging technologies contains some of the on-going developments, advances and innovations in various fields of modern technology.
- Emerging technologies are those technical innovations which represent progressive development within a field for competitive advantage.

**Image Communication:**

- Telecommunication technology used to transmit and receive image: text, photograph, video, blueprint, drawing, diagram, graphs, and statistical information.
- ***Example:*** Facsimile technology and Video conferencing

**Voice Communication:**

- The most popular voice communication systems are making voice communication more convenient.
- ***Example:*** Telephone channels

### 3.1.1 Methods of Transmitting Data by Telephone

a) **Voice:** The telephone system may be as simple as having one or two telephone lines for the company.
b) **Text:** The sending machines scans a page and encodes the data to be sent. The data are transmitted over telephone channels to a receiving fax.
c) **Video:** Communicating with people at two or more locations using two-way voice and video data.
d) **Images:** A technology used to send images (text, photographs, drawings) using telephone.

### 3.1.2 TELEPHONE CHANNEL

- **Telephone technology:**
  - Telephone technology allow workers to send data across the country or around the world.
  - Workers often place telephone calls or transfer data to remote computer.
  - The data usually travel over telephone channels.
  - Many companies have replaced older lines that send data in analog (wave) from with lines that send data in digital form.
  - Electronic data that can be read by a computer are in digital form.
  - Digital signals can transmit large quantities of data at a speed much faster than analog signals.
- **Satellites**
  - An important part in worldwide telecommunications system, satellites send voice, video and other data in the form of microwave signals.
  - Communication satellites is a data relay station that orbits the earth.

### 3.1.3 Facsimile Technology

- Often called fax, send images (text, photographs and drawings) using telephone channels,
- It works by combining scanning technology and telephone channels.
- Easy to use, convenient, inexpensive, fast way to send and receive information.



**Features of Fax Machines:**

- Laser or full-colour printing.
- Store and forward capability.
- Automatic dialling and redialling if the receiving number is busy.
- Automatic answering.
- Automatic document feed.
- Activity reporting of date, time and number of pages send and received.
- Small screens that display messages such as data about sending and errors or problems with the system.

**Procedures for Using Fax:**

Procedures for using fax machine vary from office to office and from machine to machine.

Even though fax machine has been replaced by email and internet services, it is still important to know how to use at the workplace. When you send a fax it includes a cover sheet or note.

- The cover sheet should contain information such as the following:

  I. Date you sent / current date
  II. Total page has been sent
  III. Name, company, fax no, address of the recipient of the message
  IV. Name, company, address, telephone and fax number of the sender
  V. Subject of the document or message
  VI. Special remarks as needed

- Before you send documents, you need to double check total number of page and you need to record.
- Check the fax number carefully to avoid misdialling others fax number.
- Fax machine will hear beeps when all the pages has been received at the location you dialled.
- After that, report will be printed and attach to the fax cover sheet and return with the original one.

### 3.2 Telephony Technology

**Definition**: The integration of computer and telephone technologies.

#### 3.2.1 Features of Telephony Technology

- Two-way video, audio and computer communications that let callers open, view and edit computer files and send notes to each other as they talk.
- Computer software that lets users manage telephone activity at a personal computer.
- Caller ID service that allows the user to see the number of the caller and allows incoming calls to be screened whether from within or outside the company.
- Conference calling that can be placed by using names from the user's computer phone directory.
- Access to the internet and World Wide Web (www).

- ❖ Management of all voice, fax or email messages with either a touch-tone phone or a personal computer.
- ❖ Multimedia tutorials that help users learn how to use advanced system features.

### 3.2.2 Emerging of Telephony Technology (Types)

- ❖ **Voice over Internet Protocol:**
  - ✓ A service that allows users to make telephone calls using a high-speed Internet Connection.

| Advantages of VoIP | Disadvantages of VoIP |
|---|---|
| Lower cost by adopting a VoIP phone system. | VoIP need strong connection Internet if your network bandwidth is low the service might be lost. |
| Business can use internet connection for sending data or to make a phone calls. | Poor Internet connection. |
| Clearer voice quality because it has fast and stable internet connection. | VoIP location is unable to detect and if there have emergency calls it is difficult to detect your location. |

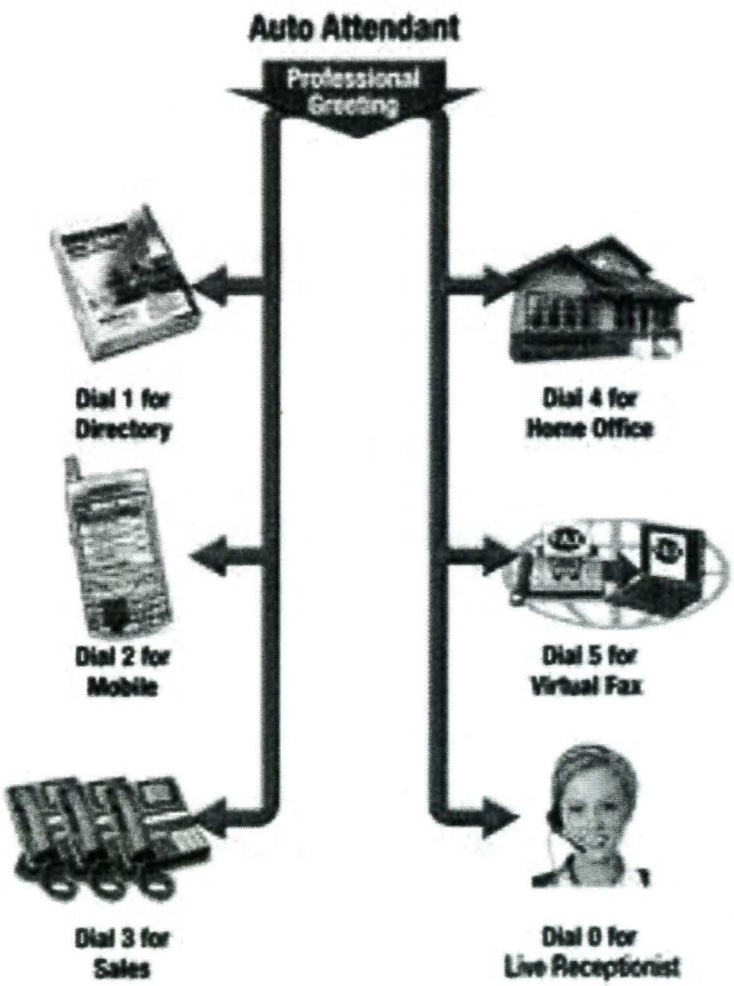


❖ **Videoconferencing**

- ✓ Communication with people at two or more locations using two-way voice and video data.
- ✓ A special conference room equipped with microphones, television, cameras and screens is used to conduct meetings.
- ✓ Data, text, voice and document may be exchanged.

❖ **Centralized Telephone System:**

- ✓ Route calls coming into and going out of an organization.
- ✓ Handled by a single computer or operator that routes call or the requested location.
- ✓ Now, most of business used **automated attendant** which is a computerized system for handling telephone calls.



❖ **Voice Mails System:**

- ✓ A messaging system that used computers and telephone to record, send, store and retrieve voice messages.
- ✓ Voice Mails features are:
  - Long-term incoming message storage.
  - Message prioritizing.
  - Message forwarding.
  - Ability to broadcast recorded messages to multiple or all users of the system.
  - Creation of multiple greetings that can be selected as needed.
  - Ability to forward a voice message to email.

❖ **Conference Calls:**

- ✓ Place calls that will have three or more participants speaking at different locations.

**Guidelines in planning conference call:**

- Notify the participants with the objective of the calls, date and time of the call.
- Verify all the participants' phone number.
- Send any needed information or items for discussion to all participants in advance.
- Identify the objectives and intended outcomes of the call.
- If using a service provider, call in advance and give accurate numbers, names, date, time, and expected duration of the call.

**If you are participants during the conference call, below are the conference call etiquette:**

- Take roll. Call out names of all participants.
- Lead the call by presenting the agenda and conference guidelines.
- Have participants identify themselves when speaking.
- Speak clearly, spelling out difficult or unusual names and terms.
- Avoid interrupting other participants. Only one person should speak at one time.
- Take notes during the meeting so that you not missed the information.
- Apply good listening skills.
- Encourage discussion and participation from everyone.

❖ **Mobile Phone:**

✓ Mobile devices are commonly used for both personal and business communications.

**Common Features of Telephone System:**

- **Call waiting –** Signals an incoming call is waiting while a call is in progress.
- **Conferencing –** Allows the user to set up conversations with three or more people at the same time.
- **Speed dial –** Allows the user to store numbers and then dial a number with one button.
- **Speakerphone –** Allows the user to speak into a microphone on the telephone rather than the handset.
- **Camera –** Allows the user to transmit pictures as well as voice.
- **Email access –** Allows the users to send and receive email messages.
- **Internet access –** Allows users to access websites.
- **Text messaging –** Allows users to send text messages on mobile phones.
- **Application programs –** Allows users to perform various tasks on smartphones.

### 3.3 Effective Incoming Telephone Communications

#### 3.3.1 Skills to Develop Positive Impression

- You are representing the company.
- To create a positive image for your company.
- Convince people to do business with your company.



**Three Elements (3) for Making a Favorable Impression:**

1. **Your Voice: -**
   - Show interest and alertness by making eye contact during the conversation.
   - To convey interest, alertness, courtesy in your voice.
   - Three (3) elements of voice include **Tone, Pace and Volume.**

➢ **Tone:**

- The changes in pitch used to emphasized words and get your meaning across to the listener.
- Difficult to pay attention to a person speaking in monotonous tone.
- Vary the tone to express feeling and emphasis idea but avoid using extremes.
- An animated voice reflects interest in the caller and helps achieve successful communication.
- Avoid speaking in high-pitched voice, low pitched voice or with an up and down manner.

➢ **Pace:**

- It can affect the ability of the listener to understand your message.
- Avoid speak rapidly, the listener may not hear all the information.
- If you speak too slowly, the listener may become bored.
- Consider the listener when determining a proper pace for speech.

➢ **Volume:**

- The degree of loudness or the intensity of a sound.
- Amount or level of voice.
- Avoid extreme in volume.
- Do not shout or speak so soft that he listener unable to hear what you are saying.
- Control the volume – not too loud not too soft.
- Speak directly into the telephone receiver or mouthpiece.

2. **Your Speaking Skills: -**
   - Your voice and speaking skills are put to the test when you speak on the telephone.
   - Speaking skills such as word Pronunciation, grammar and vocabulary usage affect the impression you give over the phone.

- **Pronunciation:**
  - Correct pronunciation of words is essential for understanding,
  - Pronounce words clearly and distinctly. For example:
    - **"what do you want" = "whaddaya"**
    - **"going to" = "gonna"**
  - Enunciate word ending such ing, ed, possessives and plurals.
  - Regional accent/dialect.
  - Strategies to overcome barriers to effective communication:
    - Pronounce words correctly and enunciate clearly.
    - Speak slowly but not so slowly that you insult or annoy the caller.
    - Avoid long words, complicated phrases or long sentences.
    - If you unsure or word's pronunciation, look up in the dictionary.
- **Grammar:**
  - Avoid use of slang or regional expression that may not be widely known or understand (international call).
  - When you do not understand an expression, ask for explanation.
- **Vocabulary:**
  - Learn some simple courtesy phrases to use when speaking with international callers.
  - Keep a list of basic phrases along with their translations and pronunciations.
  - Practice and make sure you are pronouncing it correctly.

**3. Your Attitude:**

- Voice: convey information and express feeling
- Even though you may not be seen by the person (telephone calls) attitude is continually transmitted to that person.
- Put all personal feelings aside and take responsibility for responding to the communication with a sincere, positive attitude.
- Boredom or anger you feeling is sent to the person with the message.
- Smile, caring attitude clearly projected to the person.

### 3.3.2 Proper Telephone Techniques

- ✦ Handling incoming telephone calls requires skills in using proper telephone techniques and effective procedures.
- ✦ When answering the telephone, you usually do not know who is calling or what the caller want.
- ✦ You should know how to handle a variety situations and take care of caller request, need and problem.

**Techniques to Handling Incoming Telephone Calls Efficiently:**

1. **Answer Promptly: -**
   - Answer all incoming calls promptly (on time) and pleasantly.
   - Answer the telephone after the first ring.
   - Prepare pen/pencil and a notepad or message form to take the message.
2. **Identify Yourself: -**
   - Automated telephone system – answer and route the calls to requested department/person.
   - If you are the person to whom all incoming calls are routed, you should identify the company first then introduce yourself.
   - **"Hello" or "Yes"** – do not give any identification of the person/company.
   - **"Hello, hold please"** – no identification and placing the caller on hold without further information = rude.
   - "Good morning. International Electronics. Our company is number one in the field of international electronic products sales and services. Pat Lopez speaking. How can I help you?" – Too long and distracting.
   - "Good morning International Electronic. Pat Lopez Speaking" – use when answering an outside call.
   - "Marketing department. Pat Lopez speaking" – use when answering an inside/outside call (routed calls).
   - "Mr. Yamaguchi's office, Joana speaking" – use when answering your supervisor/someone else's phone.



3. **Assist the caller: -**
   - Give accurate information.
   - Admit if you do not know the answer of a question.
   - Avoid passing off a caller to someone else if any way that you can be help yourself.

4. **Conclude the call: -**
   - The person who places a call is the who should end the call and hang up first.
   - By follow this rule, you avoid making the caller feel as if the conversation has been "cut off" before he or she was ready to hang up.
   - Use the caller's name as you end the conversation.
   - "Thank you for calling, Mr. Haliz. I will be sure to give Miss Suhana the information.

### 3.3.3 Technique to Handling Incoming Telephone Calls Courteously

1. **Screening Calls: -**
   - **Definition:** Determine who is calling and the purpose for each call.
   - A procedure used to determine who is calling and at times, the purpose of the call.
   - It can save you and the caller time because you may be able to help the person yourself/transfer the call immediately to another person.
   - **Situation 1:** supervisor ask you to screen calls and take a message from all sales people who call.
   - **Situation 2:** supervisor may be in an important meeting and ask you not to interrupt except for certain caller.
   - **Example:** "May I know who's on the line?"

2. **Placing a Caller on Hold: -**
   - **On hold:** Allows a telephone caller to remain connected but waiting for the other person to come back on the line.
   - Ask permission to place the second caller on hold while you complete the conversation with the first caller.
   - **On hold when:** *While you answer another call* and *while you need to look up information to answer a question.*
   - Politely inform that you are placing the caller on hold.

### 3. Transferring Calls: -




- Transfer of calls happen when:
- Caller has reached a wrong extension
- Wishes to speak with someone else
- Tell the caller why the transfer is necessary.
- Offer the caller the extension number or name of the person in charge.
- *Eg:* ***"I'm going to transfer your call to Mr. Wantutri. He will be able to provide you with the information you need".***

### 4. Handling a Disconnected Call: -

- Disconnected happen while:
  - You are talking on the phone
  - You are waiting on hold
- The person who placed the call should call back immediately after disconnection – redial.
- Caller should report a disconnected long-distance call to the telephone company.

### 5. Handling Difficult Callers: -

- You may be received calls from persons who are:
  - Angry, unreasonable, rude, demanding, highly emotional and stressful.
- You must control yourself.
- Remain professional.
- Remain professional with caller if they getting emotional.
- Your goal is to maintain goodwill with the caller.



**Guidelines in Dealing Difficult Callers:**

- Try to resolve the matter if possible. Usually the caller wants the company to solve a problem or fix a mistake. Do not hesitate to apologize to the caller for any problems or inconveniences the caller has experienced.
- Always present a helpful, positive and sincere attitude, even in an adverse situation.
- Remain outwardly calm and do not display defensive behavior. Usually the caller is not upset with you but with the company or its actions. Do not take the caller's anger personally.
- If the caller is abusive or uses profanity, identify the caller and end the conversation quickly. Record the caller's name and number and a brief summary of the abusive behavior. Share this information with your supervisor or follow other procedures your company has in place for dealing with abusive callers.

**6. Giving Information: -**

- Communicate to the caller tell them the person is not available and offer to take a message and assist the caller yourself.
- When coworkers are not available to receive calls, give the caller enough information to explain the person.

***"Mrs. Barnes is away on a trip with her son."***

***"Mr. Chandler is playing golf with a prospective client."***

***"Ms. Fox is not available until tomorrow morning. May I take a message or ask her to call you."***

***"Mrs. Barnes will be out of the office until May 1. May I transfer you to her assistant, Ms. Potter?"***



**7. Taking Messages: -**

- Voicemail – reduced the errors caused by incorrect or incomplete written messages.
- It is also necessary for you to record information in message form for yourself such as:
    - Date and time of the call.
    - Name of the caller with the caller's company.
    - Caller's telephone number, including are code if needed.
    - Details of the message.
    - Your name or initials.
- The message must accurate and complete.

## 3.3.4 Procedures of Outgoing Telephone Calls

**1. Planning Calls: -**

- Every calls requires preparation and planning.
- Some of calls are simple but others may require detailed planning.
- Gather some information or items relate to the calls:
    - *Dates & times of any meeting / planned events that related to the call*
    - *Documents that relate to the topic of your conversation*
    - *Question that you want to ask*
    - *Pen and paper to take notes*

**2. Personal Telephone Calls: -**

- Understand the company's policy about making or receiving personal telephone calls at work.
- Company policies may:
    - Allow a limited number of personal calls.
    - Allow a brief, urgent, emergency.
    - Discourage long, frequent personal calls.
    - Ask pay phone located on the premises be used.

**3. Calls on Mobile Phones: -**

- Many employees who spend a lot of time away from the office keep in touch with the office and customers using a mobile phone.
- Plan to place and receive calls on a mobile phone at appropriate times and places.
- Do not use your mobile phone in an area where you will disturb other people.
- Use caution when talking on the phone while driving a car, as this may distract your attention from driving.
- Many drivers use hand-free headsets to talk on the phone while driving.

**4. Time Zones: -**

- Be aware of time zone differences to avoid calling before or after business hour or during lunch.
- Be aware of the differences in time zones and certain customs.
- Example: Brunei, Singapore, Indonesia and etc time zones

**3.3.5 Technique for Controlling Telephone Cost**

- You will be expected to help control in telephone cost.
- Below is guideline to Control Telephone Cost: -
  - Use direct dialing most of the time.
  - Plan calls so the time spent during a long-distance is use efficiently.
  - If possible, call when long-distance rates are least expensive.
  - Notify the operator immediately after reaching a wrong number.
  - Be an informed consume or telephone services, compare rate plans and promotional.
  - Learn how to use the equipment and features of your telephone system.



## EXERCISE

### Objective Questions

1. Determine who is calling and the purpose for call is the process of _____.

   A. Planning calls
   B. Screening calls
   C. Collect calls
   D. Conference calls

2.

| The sending machines scans a page and encodes the data to be send. The data are transmitted over telephone channels to a receiving fax. |
|---|

This statement above is referring to data that can transmit over the distance. Choose the right answer.

   A. Data
   B. Video
   C. Text
   D. Voice

3. Choose the right answer skills that need to develop positive first impression through telephone.

   A. Voice, speaking skills, attitude
   B. Pace, tone, makeup look
   C. Voice, talkative, attentiveness
   D. Helpful, kind, brave

### Structure Questions

1. Elaborate FIVE (5) features of telephony technology. (10 marks)

2. List FIVE (5) content that need to be in message form. (5 marks)

3. Explain FIVE (5) techniques in controlling telephone cost. (10 marks)

# CHAPTER 4: Office Stationery and Supplies

### 4.1 Definition of Office Stationery

It includes all those items which are consume in daily operations of the office such as paper, carbon, ribbons, pens, staples, rubber bands, file folders, file boards, file boxes, envelopes, letter heads and writing pads.

#### 4.1.1 Significance of Controlling Office Stationery and Supplies

- Show the **significance of controlling** stationery and supplies **[ACCQ].**
- A proper managerial control should be exercised over supplies and stationery because of **TWO (2)** reasons:
  - ✓ Office workers should be provided with the **BEST TOOLS** if they are to **PRODUCE THE BEST WORK.**
  - ✓ Every additional **PIECE OF PAPER** means **INCREASED COST** in handling it.

**a) Identity Office Stationery: -**

- **Avoidance of Losses**

  Below is factors of Office Stationery and Supplies: -

  a) Careless handling of stationery articles.

  b) Over stocking of articles.

  c) Defective storekeeping and careless use.

  d) Deterioration in stationery items.

  e) Defective purchase and supply of substandard materials.
- **Cost**

  Cost not only stationery and supplies but also include below criteria:

  a) Labor cost of keeping and issuing stationery stocks.

  b) Cost of lighting (space occupied for storage of supplies).

  c) Interest on capital tied up in stationery stocks.
- **Continuous Supply of Stationery**

  a) Continuous supply of stationery must meet the office requirement.

  b) Problem might arise when: -
  - ➢ Abundant (*plenty of*) purchase of stationery involves cost
  - ➢ Shortage (*lack*) of supplies affect routine office work

  c) Proper monitoring of supplies can reduce these problem.

- **Quality**

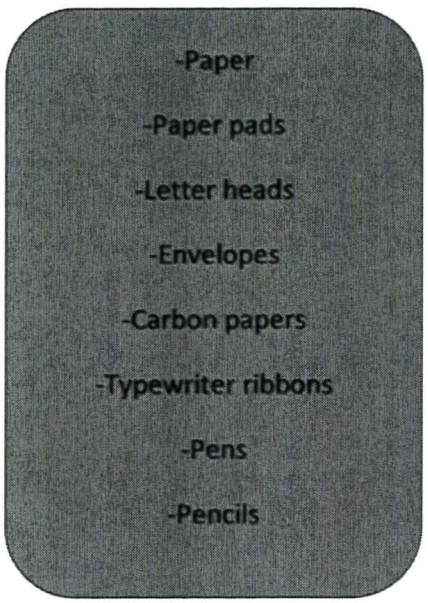
  a) Right type of stationery and supplies must be purchased.

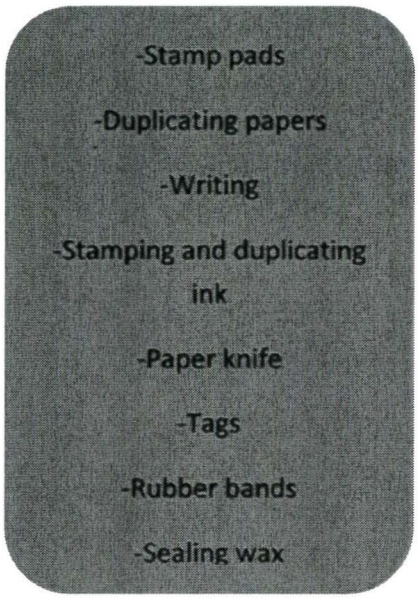
  b) Substandard quality paper and envelopes of an improper size resulted:

  - Wastage of stationery
  - Affect the reputation

**Identify office Stationery: -**

Types of Stationery:



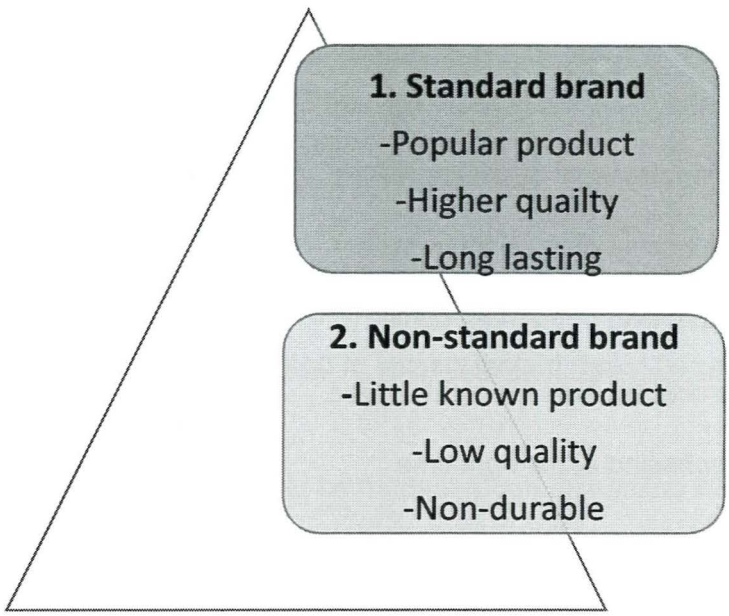




### 4.2 Selection of Office Stationery and Supplies

Below are guidelines for selections of supplies:

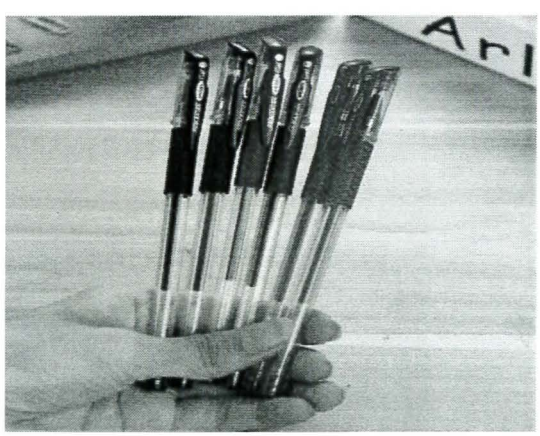
- **Paper** – become familiar with all kinds and qualities of paper and get to know the most economical order quantities.
- **Carbon paper** – good quality can be determining according 4 elements: quality, weight, finish and right typewriting action.
- **Typewriter ribbon** – buy from one reliable source and make contract with this source for a quantity that will be used in a year.
- **Staplers** – staplers are available in different models – desk staplers, heavy duty staplers, long-reach staplers, etc.
- **Pencil and pens** – different types of pencils include HB, colors, tracing and correction pencils, ballpoint pens, sketch pens etc.

### 4.2.1 Categorize the Selection of Office Stationery and Supplies




### 4.3 Advantages of Standardization of Office Supplies

- Analyze – standardization of office supplies and purchasing supplies.
- Standardization of office supplies is an important job in any big office.
- Below is advantages of standardization: -
  - It ensures uniformity in the specification of the items required by the various departments.
  - It encourages simplicity by eliminating unusual and complicated articles.
  - It discourages the purchase of sub-standard supplies which leads to economy in usage and storage.



## 4.4 Principles of Purchasing Office Stationery and Supplies

- Westing, Fine and Zene have enumerated 6 principles for the purchasing of stationery and office supplies. Known as **Six Ps.**
- Below is **Principles of Supplies (6P's): -**

1. Purchasing of the right quantity
2. Purchasing of the right quality
3. Purchasing from the right source
4. Purchasing at the right time
5. Purchasing at the right place
6. Purchasing at the right price

### 4.4.1 Method to Reduce Stationery Cost

- **Proper storage –** to avoid deterioration, loss or possible destruction, while in stock due to dust, sunlight, exposure etc. Stationery must be stored in such a way as to save time, energy and space.
- **Reasonable stock –** Stationery stocks should be kept to the minimum so that much capital is not invested in them.
- **Regulating Stationery –** selection is the process of choosing the right type of supplies which suit the purpose for which they are meant. There have two types of supplies that available in the market:
  - ✓ The standardized branded product with a reputation for good quality and consequently good result
  - ✓ The non-standardized little known products with unknown or inferior quality and consequently bad results

## 4.5 Essential of a Good System of Regulating Stationery

- **Purchasing Procedure:**
  - Purchasing requisition
  - Tenders or quotation
  - Purchase order
  - Receiving inspecting materials
  - Checking and passing of bills for payment

**Factors to be considered before Determining the Quantity to be Ordered**

- The usual consumption for a period.
- Storage space available
- Costs of storage including capital investment
- Saving to be made if ordered in bulk
- Possibility of change
- Minimum and maximum quantities to be held in stock.

**Matters of purchase policy which is generally laid down by the management at higher level:**

I. Whether purchase should be made through bargaining in the market or inviting tenders.
II. Whether a single supplier or multiple supplier should be preferred.
III. Whether all purchases should be centralized.

**Purchasing through tender involves:**

I. Preparing a list of stationery required
II. Brand
III. Specifications and quality
IV. Quantity
V. The term of purchase is also to be predetermined
VI. Tenders are invited through advertisements in newspapers
VII. The tender with lowest quotations is accepted

- **Issuing System**
  - A system of requisitioning is necessary to make sure that goods and quantities required are officially approved.
  - System should be simple but well planned.
  - Issues should only be made on written requisitions signed by authorized persons, who should be designated beforehand.
  - Specific times should be set for stationery issues for example one particular day a week or between certain hours each day.
  - If work is not to be interrupted, staff must be supplied with the necessary tools and materials for the job whenever they are needed.

- **Stock Control**
  - Below is effective stock control: -
    - ❖ Assess the performance of products.
    - ❖ Monitor and limit shrinkage.
    - ❖ Maintain stock in good condition.
    - ❖ Monitor customer preferences.
    - ❖ Maintain stock security.

- **E-Commerce**



## EXERCISE

### Objective Questions

1. What are the methods used to reduce stationery cost?

   i. Proper storage

   ii. Regulating stationery

   iii. Accessible stock

   iv. Stationery checklist

   A. i and ii
   B. i and iii
   C. ii and iii
   D. ii and iv

2. Office stationery and supplies have two categories:

   A. Quality and non-quality product
   B. Standard and sub-standard brand
   C. Imported and exported product
   D. New and secondhand product

3. What is E-commerce?
   A. E-commerce is system should be simple but well planned.
   B. E-commerce is a business conducted electronically as buying and selling on the world wide web.
   C. E-commerce is process of choosing the right system to be added in organizations.
   D. E-commerce is banking station that need to put in every organization.

### Structure Questions

1. Explain THREE (3) advantages in standardization of office supplies. (6 marks)

2. Elaborate THREE (3) methods to reduce stationery cost. (6 marks)

3. List SIX (6) principles of purchasing office stationery and supplies. (6 marks)

# CHAPTER 5: Office Automation

### 5.1 Office Appliances and Equipment

These are referring to labour saving devices. Nowadays, machineries have been replaced workmen in factories likewise in offices too and there have advantages of employing machines in an office, the advantages are:

- They are labour saving devices.
- They work at a great speed with little error.
- Machines are used to speed up office work.

**What is Automation?**

Automation is a tool that use based on the latest system without any human intervention. It helps organizations collect, manage and analyse to complete everyday tasks.

***Example:*** Microsoft Office Suite. It saves money and time when all the documentation can save in one place. No need to use other storage devices anymore like pen drive, external hard disk etc.

#### 5.1.1 Objective of Introducing Machine

- Machineries do work at great speed. More work is done within less time.
- Mechanisation involved capital cost. The company has to incur certain amount of investments while purchasing machines. But the company can do away with securing liability of paying salary, bonus etc to workers.
- Machines won't complain of fatigue. Hence, there is no idle time. Overheads can be reduced.
- Work that is complained as monotonous by workers, can be carried out well by machines, Machines are best used for monotonous work. Machines helps to performs work that workers feel bored to do.
- There is accuracy. Machines will not make mistakes. The work done by machinery is accurate. It ensures accuracy in work of operation and the **chances of errors** and frauds **are reduced** to minimum because of introduction of machines.

5.1.2 Advantages and Disadvantages of Employing Machine in Office

| Advantages | Disadvantages |
|---|---|
| Greater speed | Mechanization lead to termination of employees (unemployment because machine do work) |
| Labor saving | Machines not flexible and do job in one method. Work of skills and artistic difficult to be perform by a machine |
| No overtime wages to be paid | Machines involve maintenance cost and operators salary who control the machines |
| Enhance standardization and simplification of work | Machines need a big space and may have to be kept in a special condition. Air-conditioning room required cost |
| Accurate information that stored and produce by machine | Machines have a risk of becoming outdated due to changes in technology |
| Neat work and proper records keeping (disc) | Machines unable to adopt to changes. It has be condemned and thrown out. |
| Reduce idle time | |
| Enhance quality if work | |
| Easy to control machines than controlling men (less supervision) | |
| Saving cost of salary that can diverted to other productive area (machine can replace 3 men) | |

### 5.1.3 Factors to be considered before Purchasing a Machine

- **Cost –** A costly machine with improved technology is better. Find machine that is cost-benefit to company.
- **Utility of Machinery –** Purchase a machine that will be used. But a cheap machine but will never use is a waste.

- **Availability of Spare Parts** – Find machine that have available spare part in local market and easy for services.
- **Operating Cost** – Find machine that is minimum of operating cost.
- **Electricity Consumption** – Find machine that consume minimum of electricity.
- **Size of the Machine** – Big size machineries will occupy more space and lead to congestion (crowding). Find machine that the size can meet the space requirement.
- **Life of the Machinery** – Durable machine must be considered.
- **Easy to Handle** – Find a machine that is not complex to operate.
- **Appearance** – Style of the machine also odds beauty to an office.

### 5.3 Office Equipment Leases

- Earlier = office equipment was purchase as a matter of routine.
- Now = additional choice for purchasing an office equipment whether to buy or lease.
- It is a process by which a firm can obtain the use of a certain fixed assets for which it must pay a series of contractual, periodic, tax deductible payments.
- Office equipment leasing offers tax benefits, better control of cash flow and flexible options which cannot be experienced with loans or other forms of office equipment financing. They understand the benefits that come with lease versus purchase.
- Equipment leases whether a company need equipment lease financing for photocopiers, office computer systems, furnishings or software, **leasing** is an option that help to customize an office equipment financing solution for organization.

**Office Equipment Types**

Example of machines that usually been leased by company

- Business Machines
- Photocopy Machines
- Graphic Design Equipment such as Scanners
- IT and Networking Equipment
- Office Furnishings and Workstation Setups

- Printers
- Fax Machines
- Scanners

### 5.2.1 Advantages and Disadvantages of Leasing

**Advantages of Leasing:**

- **Efficient use of funds**
  - Leasing arrangement allow the lessee to acquire the use of the asset without having to own it.
  - It enables the lessee to make efficient use of the available financial resources.
- **Cheaper Source**
  - Leasing is less expensive compared as compared to other modes such as the buying option.
- **Enhanced Borrowing Capacity**
  - Leasing is considered advantageous to the lessee since it helps enhance the ability to borrow in diversified way.
  - Not relying on one source but can mix financing methods.
- **Tax benefit**
  - Owning an asset (buy) caused depreciation tax that is less than the benefit to the lessee that choose lease rental.
- **Guard Against Obsolescence**
  - The lessee possible to terminate the existing lease arrangement anytime and take up a new equipment under a fresh lease.

**Disadvantages of Leasing:**

- **Unfavorable Term**
  - Company get locked into a lease with unfavorable term or that is too long for what the company discover its true need.
- **Rental Money on Outdated Equipment**
  - If the lease extends beyond the life of the asset, the company is paying rental money on outdated equipment.
- **Poor Quality**
  - Rental equipment is not brand-new or may not be given updated or laterst equipment

### 5.3 Machine that used in Organization

- Laptop / Personal Computer
- Photocopy Machine
- Fax Machine
- Electronic Typewriter Machine
- Paper Shredder Machine
- Franking Machine
- Printer
- Scanner
- Paper Folding Machine
- Envelope Sealing Machine



**Paper Shredder Machine**



**Franking Machine**

## EXERCISE

### Objective Questions:

1. Choose the right factors to considered before you purchased a machine

   A. Unable to slot in paper
   B. Electricity consumption
   C. Brand
   D. Tax relief

2. There are many advantages of employing machine in an office EXCEPT
   A. Quality of work is reduced
   B. No overtime wages have to be paid
   C. Work can be done at greater speed with the help of machines
   D. The information stored and produced by machine are accurate

### Structure Questions:

1. List five (5) objectives of introducing machines. (5 marks)
2. Explain five (5) advantages of office equipment leases. (10 marks)
3. Explain any five (5) factors to be considered before purchasing a machine. (10 marks)

# CHAPTER 6: Office Mail Services

## 6.1 Procedures of Organizing Office Mail Services

- Mail for various people and departments is delivered to a company.
- Most company want all mail sorted quickly and delivered promptly.
- Express mail, registered mail, and insured mail may be delivered immediately on receipt.
- The delivery of such letters usually takes priority over the processing of other mail.
- The method used for sorting mail will vary depending on the size of the company and how it is organized.

### 6.1.1 Explain the procedures of handling mails in small and large business

- **In small companies**
  - You can easily sort the mail at your workstation.
  - Making a stack of mail for each employee or department makes delivery quicker.
  - One person may process incoming mail as well as perform other office tasks.
  - To distribute the mail, you hand deliver each stack of mail to the appropriate person or department.
  - If you have several stacks or bundle of mail to deliver, you may need to carry them in a pouch, alphabetized expanding folder, light-weight mail basket, or mail cart as you make your rounds through the office.
  - You should arrange the bundles according to the route you will take.

- **In large companies**
  - Many large companies have mailrooms.
  - A mailroom is an area where large volumes of incoming mail are processed.
  - Mailrooms are easily accessible to postal workers who deliver the mail to the company.
  - You are likely to find specialized equipment to aid mailroom workers in handling the mail.

### 6.1.2 Discuss steps to safety precautions

- **Opening Envelopes and Packages**
  - In some companies, mailroom workers open all the mail (except envelopes marked *Personal* or *Confidential*) before delivering it.
  - An electric envelope opener often is used for opening envelope.
  - An electric envelope opener trims a narrow strip off one edge of each envelope.
  - The amount trimmed off is very small so that there is little risk that the contents of the envelope will be damaged.
  - To reduce the chances of cutting the contents, tap each envelope on the table before placing it in the opener, so the contents will fall away from the edge that you are trimming.
  - Take care when opening packages and boxes not to damage the contents.
- **Safety precautions**
  - Office workers should take care to protect themselves against dangerous substances that might be present in envelopes or packages received via mail.
  - Wearing gloves and a face mask can provide some protection from airborne substances that might be dangerous.
  - When handling mail, avoid touching your face and mouth to help prevent the transfer of germs.
  - Wash your hands with disinfectant soup after handling mail.
  - The United States Postal Service recommends that you do not handle a piece of mail that you suspect is dangerous.
  - According to the Centers for Disease Control and Prevention (CDC), characteristics of suspicious packages and letters are:
    - Inappropriate or unusual labeling
    - Strange return address or no return address
    - Excessive packaging material
    - And others
  - If a package appears suspicious, it should not be opened.
  - The package should be handled as little as possible.
  - The room should be vacated and secured promptly and appropriate security or law enforcement agencies promptly notified.

### 6.1.3 Outline The Sequence of Prioritizing Mails

Incoming mail should be prioritized for further processing. As a general rule, mail is categorized in the order of its importance. The following arrangement is usually satisfactory, moving from the top to the bottom of the stack:

1. Urgent messages, such as documents received by fax or overnight delivery, that require prompt attention
2. Personal and confidential letters
3. Business letters, memos, or other correspondence of special importance
4. Letters containing checks or money orders
5. Other business letters
6. Letters containing orders
7. Letters containing bills, invoices, or other requests for payment
8. Advertisements
9. Newspapers and magazines
10. Packages

## 6.2 Procedures in Handling Incoming Mails

### a. Opening the mails

- Nowadays, big companies use letter openers. This ensures that the letter/papers do not get obliterated.
- When the office opens for business, the mails must be ready for distribution.
- All mails shall be opened before the office time.
- All envelopes must be opened, contents are taken out and empty envelopes are checked but when you are opening mail for coworkers that marked as ***Personal or Confidential***, do not open that envelope if you mistakenly open write on it "**Sorry, opened by mistake"** and add your initials.
- Sometimes a register may be maintained to record all incoming mails, the name of the addressee, addressed date etc.
- As soon as sorting is done the letters of other departments must be sent without delay.
- Once delivered, the signature of the receiver shall be obtained in the register.

- If your supervisors have appointed you to handle the confidential matters, below are the **guidelines to handle business mail or information that confidential:**
  - **Know your supervisor's preference**
    Know what information you can give to visitor or caller. When your supervisor is away from the office know who that not allow to go in supervisor's office and who can use the supervisor's computer.
  - **Follow your company mail procedures**
    Place confidential mail in a folder or in a secure location where it will be seen only by intended recipient. Do not send confidential information by fax or e-mail.
  - **Secure your work station**
    Take precautions to keep others from reading confidential information from your computer screen. Turn over confidential mail or papers or place them in a drawer when you leave your desk. Shred confidential documents and place in proper wastebasket.
  - **Protect written documents**
    Use a folder or an envelope to conceal documents if you carry documents to another office. If you transport confidential documents outside the office, lock them into the briefcase.
  - **Reduce electronic information loss**
    Use password sign on and sign off procedures and change your password frequently. Be alert to remove printouts from the printer when you finish print the job particular if the printer shared with others. Make backup copies of confidently file and place them in secure locations.

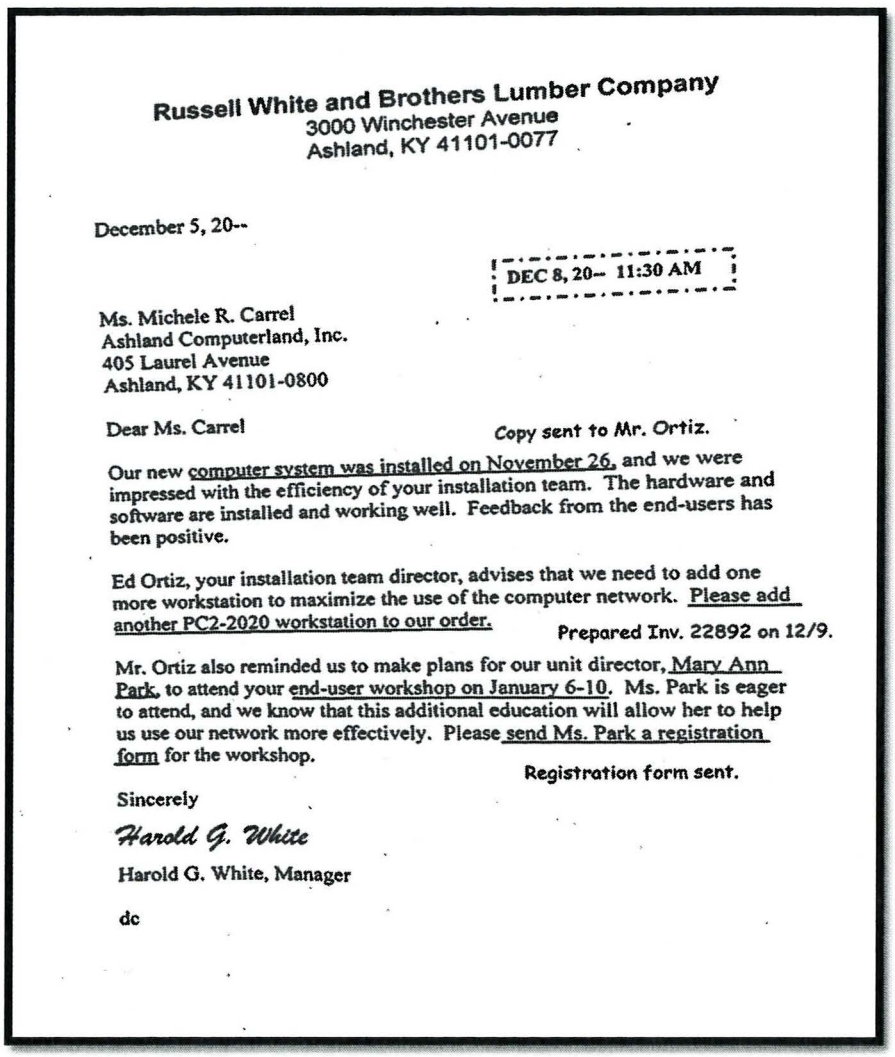
**b. Stamping the mails**

- As soon as letters are opened they shall be stamped with the date of receipt, time etc.
- The letters may also be serially numbered.
- This may be done manually or by using machines.

**c. Separating and annotating mails**

- As you inspect the mail, put the letters that you will answer or handle yourself in one stack and those that will be handled by a supervisor or coworkers in another stack. You may be able to handle communications that could be answered by a form letter, circular, or advertisement.

- Requests for catalogs or price lists can also be handled this way.
- However, your supervisor may wish to see all inquiries that are received.
- To help with answering mail, you may want to underline or annotate the correspondence.
- Using good judgment is necessary here, however, because too many marks on a letter can be distracting.
- Figure shows the example of note the annotations on the letter:



**Russell White and Brothers Lumber Company**
3000 Winchester Avenue
Ashland, KY 41101-0077

December 5, 20--

DEC 8, 20-- 11:30 AM

Ms. Michele R. Carrel
Ashland Computerland, Inc.
405 Laurel Avenue
Ashland, KY 41101-0800

Dear Ms. Carrel

Copy sent to Mr. Ortiz.

Our new computer system was installed on November 26, and we were impressed with the efficiency of your installation team. The hardware and software are installed and working well. Feedback from the end-users has been positive.

Ed Ortiz, your installation team director, advises that we need to add one more workstation to maximize the use of the computer network. Please add another PC2-2020 workstation to our order.

Prepared Inv. 22892 on 12/9.

Mr. Ortiz also reminded us to make plans for our unit director, Mary Ann Park, to attend your end-user workshop on January 6-10. Ms. Park is eager to attend, and we know that this additional education will allow her to help us use our network more effectively. Please send Ms. Park a registration form for the workshop.

Registration form sent.

Sincerely

*Harold G. White*

Harold G. White, Manager

dc

### d. Recording the mails

- Offices such as banks, government offices, and companies keep record of letters by entering the particulars in the "Inward Mail Register".
- The particulars recorded may be:
  - Serial number
  - Date of receipt
  - Sender
  - Matter in a nutshell
  - Enclosure
  - Addressee
  - signature
- An inward mail register is valuable document and can be produced as evidence in case of disputes.
- It fixes responsibility on a person. It provides data for future purposes.

### e. Distributing the mails

- The mail delivery is the last stage in handling inward mails.
- At the time of delivery, the messenger shall get the signature of the person receiving the mail, on a register.
- Following are the various steps involved in the inward mail routine of large business offices:
  - All letters are taken care of 30 minutes before the office opens.
  - Envelopes marked private, personal or confidential are sorted out and kept unopened in a separate tray to be forwarded to the respective officers.
  - Other envelopes are opened by a letter opening machines.
  - Contents of letters opened are checked or passed on to the supervisor.
  - All letters are stamped with the date and time and entered in the Inward Mail Register.
  - The office assistant distributes the mail to the departments concerned.

## 6.3 Explain the Procedure of Handling Outgoing Mails

### a. Drafting the letter

- All outward letters shall be properly drafted, dated, well-typed.
- They must be complete in all aspects before dispatch.
- The letters may be drafted by the departments concerned.
- They are sent to the mail service department for dispatch.

### b. Signature and reference

- A particular authority/authorities may be authorized to sign mails.
- Only they have to sign.
- Mails such as letters, circulars may be signed by junior officers but important business letters (like placing order, issuing cheque, etc.) shall be signed by proper authority.

- But before they are signed, the letters shall be verified.
- Originals are signed in full.
- But copies are just initialed.
- The outgoing letters shall be coded with reference number.

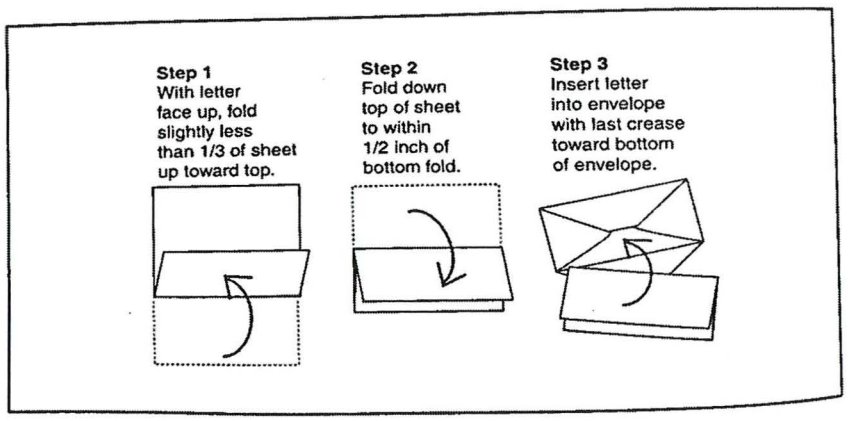
**c. Records and registration of mail**

- Before posting the letters, the information relating to the letter are recorded in the "Outward Mail Register" or dispatch register.
- The register contains matters like:
  - Serial number
  - Date
  - Content of the letter
  - Receiver's address
  - The department sending the letter and
  - Value of stamps
- These letters are sent through post office. Some letters are sent directly through office peons or messenger.

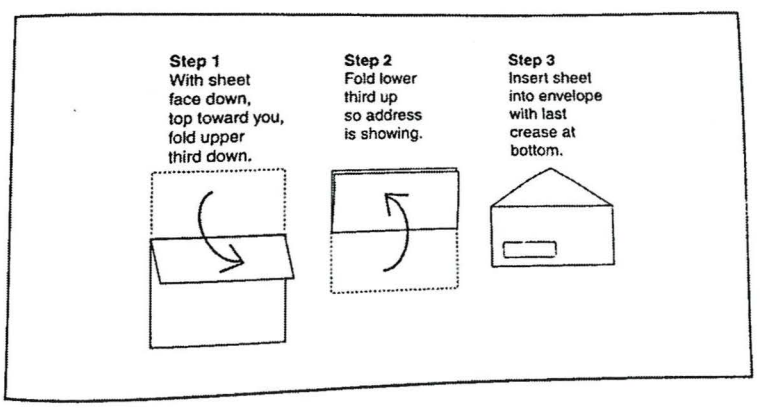
**d. Folding and inserting mail**

- Once a document is ready to mail, it is good idea to give it a final check before inserting it in the envelope.
- Be sure that:
  - Copies have been made, if necessary
  - Letters have been signed
  - Your initials appear below the signature on any letter you have signed for a supervisor or coworker
  - All enclosures noted at the bottom of a letter are actually enclosed in the envelope
  - The address on the envelope agrees with the address on the letter.
  - The nine-digit ZIP code appears on the last line of both the envelope address and the return address
- You usually will insert documents into standard or window envelopes.
- Folding business documents correctly to fit into envelopes is a simple but important task.
- You should take care that the creases are straight and neat.
- A document should be inserted in an envelope so that it will be in a normal reading position when it is removed from the envelope and unfolded.

- Two types of envelopes are:
  - **Standard envelopes**
    - The size for a standard envelope used for business letters is 9 ½" x 4 1/8" (No. 10).
    - The enclosures that accompany a document should be folded with the document and inserted so that they will come out of the envelope when the document is removed.
    - Figure below shows how to fold a letter and insert it into a No.10 envelope.




  - **Window envelopes**
    - A window envelope has a see-through panel on the front of the envelope.
    - A window envelope eliminated the need to address an envelope because the address on the letter of form is visible through the window.
    - The address on the letter or form must be positioned so that it can be seen through the window after the letter is folded and inserted into the envelope.
    - Figure below shows how to fold a letter and insert it into No.10 window envelope.



**e. Sealing and stamping**

- The fold (outer fold) must be glued with cellophane tape or gum or glue.
- Whenever parcels are sent, they have to be sealed with resin or in accordance with the postal rules.
- The letters/parcels shall neither be over-stamped or under-stamped.
- When they are over-stamped, there is loss of money; under-stamped, the image of the company gets spoiled.
- Stamp of the proper value (depending on the weight of the package) shall be affixed on top-right corner of the cover, where the address of the receiver is found.
- When valuable documents are sent, it is always preferable to send by registered post with acknowledgement due, answering the safe delivery of the package.
- Nowadays, mails are sent through couriers for speedy transition, messenger must be arranged to collect the POD (Proof of Delivery) from the courier office.
- While selecting a particular service, the name goodwill and proximity of the courier office shall be considered.

**f. Posting**

- All unregistered mails are put in the postbox of the post office nearest to the company.
- The outer cover shall be written with 'special terms' such as VPP, Registered with AD., Unregistered post etc.
- Letter addressed to local correspondents are usually sent through messengers.

## EXERCISE

### Objective Questions:

1. Before submitting a letter to a company, the information of letter need to be recorded in the dispatch register. Choose the correct information required in the register book

   A. Title of the letter
   B. Reference number
   C. Receiver address
   D. Signature

2. In large companies, there is a room where large volume of incoming mails is processed. The room is also known as _____.

   A. Private room
   B. Store room
   C. Mail room
   D. Email room

### Structure Questions:

1. List any **five (5)** categorized on prioritizing mail. (5 marks)
2. Explain **five (5)** steps to safety precautions. (10 marks)
3. Explain **five (5)** process of handling outgoing mails. (10 marks)

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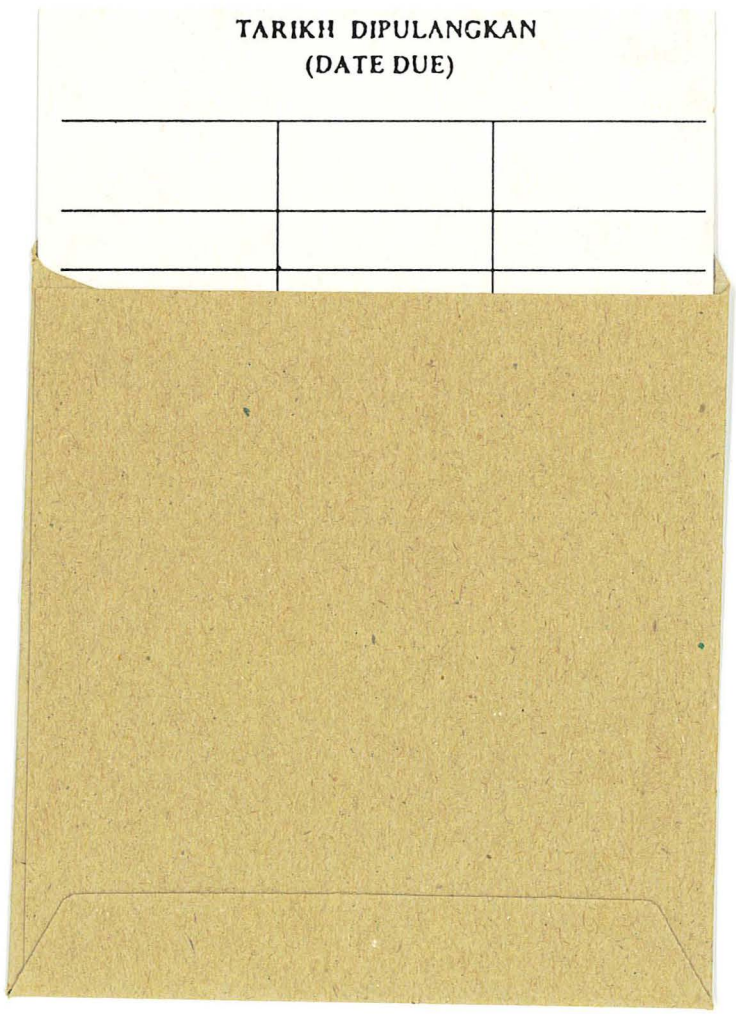
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