

OFFICE ADMINISTRATION

*Streamlining Success with
Strategic Office Administration*



*by Norelissa
Intan Rahimah*



VOL. 1

OFFICE ADMINISTRATION

ELISSA I INTAN

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PREFACE

In the contemporary business landscape, effective office administration extends far beyond traditional tasks; it encompasses the management of critical functions such as interviews, meetings, and travel. This book, "Office Administration: Interview, Meeting, and Travel," serves as a comprehensive guide designed to empower administrators with the skills and knowledge needed to excel in these essential areas.

As organizations grow and evolve, the ability to coordinate seamless interviews, productive meetings, and efficient travel arrangements has become indispensable. This book is tailored for office administrators who seek to enhance their expertise in these vital functions, ensuring that their organizations operate smoothly and effectively.

In the chapters ahead, we will explore best practices for conducting interviews, from crafting effective job descriptions to developing insightful questions that uncover the right talent. We will delve into the art of meeting management, highlighting techniques for planning, facilitating, and following up on meetings that inspire collaboration and drive results. Additionally, we will discuss travel management strategies, including budget considerations, itinerary planning, and ensuring a positive travel experience for all team members.

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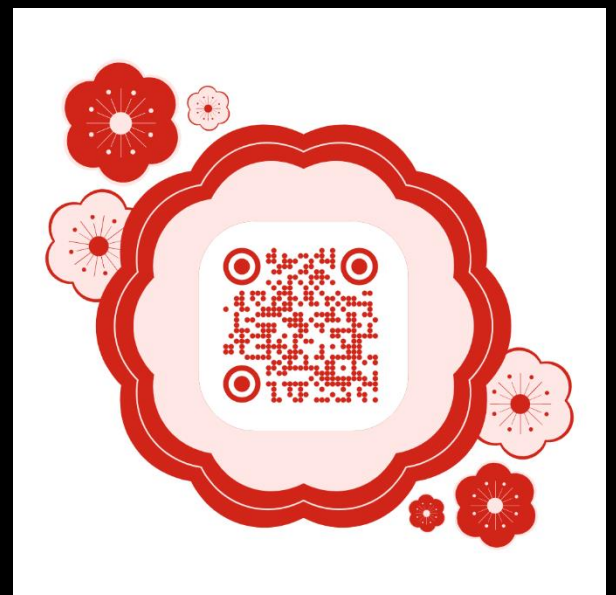
EXERCISE 84

Meetings and Business Travel



Meetings and business travel are essential components of modern corporate life. They bring people together to communicate, make decisions, and solve problems. As businesses expand globally, the ability to effectively plan and participate in meetings, as well as navigate international travel, has become increasingly important. This guide will explore various aspects of meetings and business travel, providing practical advice for office workers and managers alike.

Scan here for more
tips of meeting





The Importance of Meetings

Communication Hub

Meetings serve as a central point for information exchange within an organization, allowing employees to stay updated on company matters.

Team Building

Regular meetings help foster team cohesion and build stronger working relationships among employees.

Problem Solving

Meetings facilitate collaborative problem-solving, leveraging the diverse skills and knowledge of team members.

Decision Making

They provide a platform for collective decision-making, ensuring that multiple perspectives are considered.

Types of Business Meetings

Formal Meetings

informal meetings are set up as committee meetings. These meetings address specific topics or ongoing concerns and issues, such as safety and security.

Informal Meetings

A formal meeting is a structured gathering where participants adhere to established rules, procedures, and etiquette to conduct business or make decisions in an organized manner.

Multinational Meetings

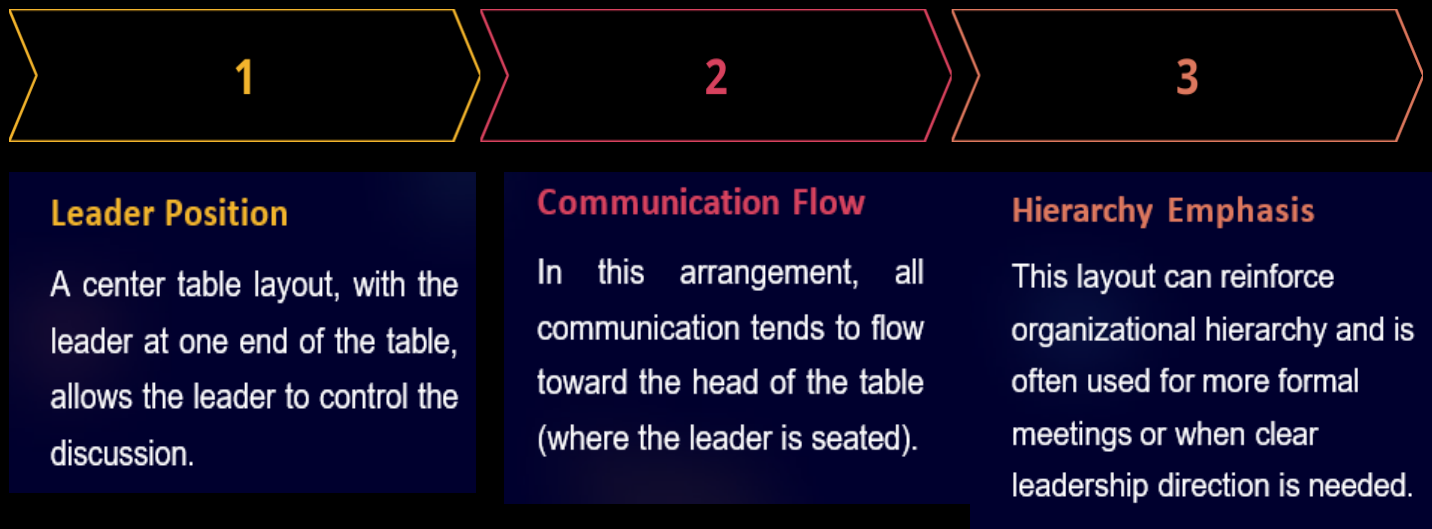
A multinational meeting, is a gathering where individuals from various nationalities come together to discuss common interests, collaborate on projects, make decisions, or exchange information. These meetings are characterized by their diversity in terms of cultural backgrounds, languages spoken, and perspectives brought to the table.



Seating Arrangements for Meetings

The seating arrangement for a meeting plays a crucial role in facilitating communication, engagement, and the overall dynamics of the discussion.

Center Table Layout



Round Table

Description: Circular tables with chairs around them, often used for smaller group discussions or brainstorming sessions.

Suitable For: Collaborative discussions, brainstorming sessions, informal meetings.

Advantages: Encourages equal participation, promotes discussion among all participants, fosters a collaborative atmosphere.

U Shape

Description: Tables or desks arranged in a U-shape, with chairs placed along the outer edges of the tables.

Suitable For: Discussions where everyone needs to see each other and focus on a central point (like a presenter or a screen).

Advantages: Allows for clear visibility of all participants, promotes interaction and discussion, centralizes focus on a speaker or presentation area.



Planning Steps for Meetings

1 Establish Meeting Folder

Create a physical or digital folder to collect all meeting-related documents and information.

1

2

2 Set Meeting Time

Coordinate with participants to find a suitable time, considering schedules and time zones if necessary.

3 Reserve Room and Equipment

Book the meeting space and arrange for any required technology or materials.

3

4

4 Notify Participants

Send out invitations with all relevant details, including the agenda and any pre-meeting preparation required.

5 Prepare Materials

Gather and organize all necessary documents, presentations, and handouts for the meeting.

5

Meeting Documents

Agenda

A list of topics to be discussed during the meeting, often including time allocations for each item.

Minutes

The official written record of the meeting, detailing discussions, decisions, and action items.

Follow-up List

A compilation of tasks and responsibilities assigned during the meeting, including deadlines and responsible parties.

Supporting Documents

Any additional materials, such as reports or presentations, that will be referenced during the meeting.

Before the Meeting: Preparation Steps

1

Establish a Meeting Folder

Once you are aware that a meeting will take place, set up a folder for it. Use this folder to collect items related to the meeting, such as the list of attendees, the agenda, notes, and copies of materials to be distributed. Create an electronic folder on your computer to store documents related to the meeting.

2

Determine Meeting Time

You may be told the time at which a meeting is to take place, or you may have to schedule a time when all needed participants can attend. Contact each person with a couple of suggested meeting times. Ask if one of the times is convenient.

3

Reserve Meeting Room

When you know the date, time, and location of the meeting, check to see if the desired meeting room and time are available.

4

Arrange for Equipment

Many times, the purpose of the meeting will determine the kind of equipment that will be needed. Rooms may be equipped with overhead projectors, but electronic projection systems may be required.

5

Notify Participants

Notify people as soon as possible of the time, place, approximate length, and purpose of the meeting. Identify any materials or supporting documents they should bring.

Before the Meeting: Preparation Steps

6

Use Reminder System

Mark your and others' calendars with the meeting time and place. Use a tickler file or other reminder system to help you schedule the details.

For example, if you must prepare 20 copies of a report to present at the meeting, create a reminder to do so.

7

Key an Agenda

All participants and the recording secretary should receive a copy of the agenda prior to the meeting. Topics should be stated concisely and listed in the order they will be discussed. The starting time for each agenda item may be listed, along with breaks in the program.

8

Organize Meeting Materials

You may be expected to gather materials. Notepads, pencils, file folders, ID badges, and parking stickers are examples of these items. Also, organize materials and handouts such as reports or letters that will be used at the meeting. Review any material to be presented at the meeting on the equipment that is available in the meeting room

9

Prepare the Room Meeting

The room temperature should be comfortable, and the seating arranged to fit the meeting style. A room arrangement in which all participants can be seen and heard will make discussion easier. Any presentation aids should be positioned so that they are near the leader and can be seen by everyone in the room. Check to be sure that requested equipment is present and working properly.

During the Meeting: Taking Minutes

1

Record Key Information

The minutes describe the action taken by the group. They provide the reader with a concise record of what took place at the meeting. The minutes should not be a word-for-word transcript of the meeting.

2

Note Important Points

The recorder must make note of all-important information. The minutes must give a clear, accurate, and complete accounting of the happenings of the meeting.

3

Include Essential Details

Although various reporting formats are acceptable for recording minutes, certain information appears in most of them, such as the name of the group, time and date, attendees, and key discussions.

After the Meeting: Follow-Up Activities

Review and Organize

Once the meeting is over, you may need to complete follow-up activities. Make calendar or reminder notations for any item from the meeting that will require future attention.

Prepare Minutes

Prepare the minutes as soon as possible. Preparing the minutes will be easier when the details of the meeting are fresh in your mind. Ask the chairperson of the meeting to review the minutes before they are distributed to be sure there are no omissions or errors.

Complete Correspondence

Complete any correspondence related to the meeting. Write thank you letters to speakers or resource persons. Items to be added to the agenda for the next meeting also should be noted.

Participating in Meetings: Leadership Skills

Universal Leadership

All employees use leadership skills in their jobs. They meet deadlines, improve how the tasks are done, and work with people to get their jobs done. These same leadership skills are important in meetings.

Assertive Conduct

A good meeting leader conducts the meeting in an assertive way that accomplishes the goals of the meeting. At the same time, he or she also uses a nonaggressive communication style that makes everyone feel comfortable.

Clear Objectives

Make the objectives of the meeting clear to all participants. Be familiar with the background material and have relevant documents at hand.

Active Participation

Offer suggestions and ask questions during the meeting. Always be willing to listen to others' suggestions. Keep the meeting on topic and moving toward a solution or a consensus.

Brainstorming Techniques

Idea Generation

Encourage all participants to share ideas freely, without judgment or criticism.

Evaluation

After generating ideas, discuss and evaluate them as a group to identify the most promising options.

Building

Allow participants to build upon and combine ideas to create new solutions.

Recording

Write down all ideas, no matter how unconventional they may seem at first.

Group Dynamics in Meetings

Information Exchange

Facilitate open communication through appropriate seating arrangements and leadership styles. Provide materials in advance to encourage informed discussion.

Conflict Resolution

Address conflicts constructively, focusing on issues rather than personalities. Use neutral language and seek win-win solutions to maintain positive group dynamics.

Relationship Building

Foster an environment of trust and cooperation. Encourage active listening and respectful dialogue among participants to strengthen team relationships.

Encouraging Participation

1

Open-Ended Questions

Use questions that encourage detailed responses and diverse perspectives.

2

Round-Robin Input

Give each participant an opportunity to contribute by going around the room.

3

Acknowledge Contributions

Recognize and appreciate input from all participants to encourage further engagement.

4

Use Names

Address participants by name when asking for their input or opinions.



Summarizing Discussions

1

Active Listening

Pay close attention to all contributions throughout the meeting, noting key points and themes.

2

Identify Main Ideas

Distill the discussion into its core concepts and decisions, ensuring all major points are captured.

3

Verbalize Summary

State "Let me summarize what we have discussed so far" to signal the recap and ensure everyone is on the same page.

4

Confirm Accuracy

Allow participants to clarify or add to the summary, ensuring a comprehensive and agreed-upon record of the discussion.

Developing an Action Plan

Key Information

- Topic of the meeting
- Meeting date
- Chairperson's name
- Recorder's name
- Meeting length
- Next meeting announcement

Discussion Summary

- Key issues discussed
- Participants involved
- Decisions made
- Clear assignments for all

Action Items

- Specific actions to be taken
- Person(s) responsible
- Deadlines for actions
- Completion dates

Introduction to Teleconferences

Definition

A teleconference is a meeting of three or more people in different locations, connected by a telecommunications system.

Purpose

Teleconferences can be used to deliver training, exchange information, discuss problems, and make decisions, similar to face-to-face meetings.



Audio Conferences / Conference Calls

Definition

An audio conference or conference call is a meeting where multiple people participate via telephone, involving more than two people in at least two locations.

Equipment

Participants may use speakerphones or meeting rooms equipped with microphones and speakers for clear communication.

Service Providers

Telephone companies offer services that allow participants in multiple locations to dial a single phone number to connect with each other.

Accessibility

Audio conferences provide a simple and widely accessible method for remote collaboration, requiring only a telephone connection.



Video Conferences



Video Equipment

Video conferences use computers, video cameras, and microphones to allow participants to see and hear each other in real-time.



Audio Setup

High-quality microphones and speakers ensure clear communication between all participants, regardless of location.



Software

Programs like Skype are popular for hosting video conferences, offering user-friendly interfaces for both small and large-scale meetings.



Dedicated Rooms

Large-scale video conferences may use specially equipped rooms with professional-grade equipment for optimal quality and experience.



Web Meetings / Computer Conferences

Definition

Web meetings allow two or more people in different locations to communicate and share information via computers and network connections, such as the Internet or a local area network.

Interactivity

Many web meetings are fully interactive, allowing participants to see video of one another, talk in real-time, and exchange information via their computers.

Document Sharing

Computers and electronic tablets can be used to show documents or other graphics being discussed, enhancing collaboration and understanding.

Flexibility

Web meetings combine features of both video and computer conferencing, offering a versatile platform for remote collaboration and information sharing.



Preparing for a Teleconference

1

Reserve Resources

Book the conference room and necessary equipment if a special room is to be used for the teleconference.

2

Notify Participants

Inform all participants of the date, time, length, and purpose of the meeting. Include contact information for technical difficulties.

3

Distribute Materials

Send out related documents and the agenda well in advance. Use different colored paper for various reports to aid identification during the meeting.

4

Test Technology

Ensure all systems for sharing documents and conducting the teleconference are operating properly before the meeting begins.

Reasons for Business Travel



1 Supervision

Employees may travel to oversee company operations in different locations, ensuring consistency and addressing any on-site issues.

2 Client Meetings

Face-to-face meetings with clients or company associates can strengthen relationships and facilitate important business discussions.

3 Conferences

Attending work-related conferences allows employees to stay updated on industry trends, network, and gain valuable knowledge.

4 Global Business

As companies expand internationally, travel becomes necessary to conduct business with partners from around the world.

Creating a Travel Folder

Purpose

A travel folder helps organize details of an upcoming trip, serving as a central location for all important information and documents.

Contents

- Reservation confirmations
- Tickets
- Hotel information
- Meeting confirmations

Benefits

- Aids in itinerary preparation
- Helps complete travel documents
- Serves as a reminder system
- Ensures all necessary information is readily available

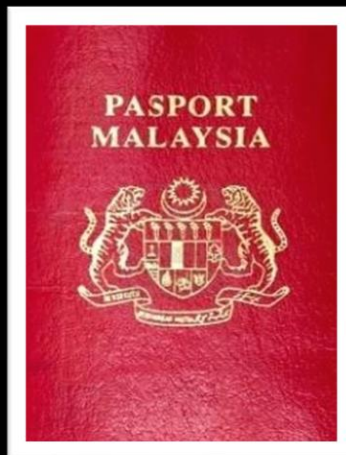
Malaysian Passports and International Travel

This presentation covers key information about Malaysian passports, visas, travel documents, and procedures for international business travel. We'll explore the types of Malaysian passports, how to obtain them, visa requirements, preparing travel itineraries, and important considerations for business travelers representing Malaysian companies abroad.

Types of Malaysian Passports

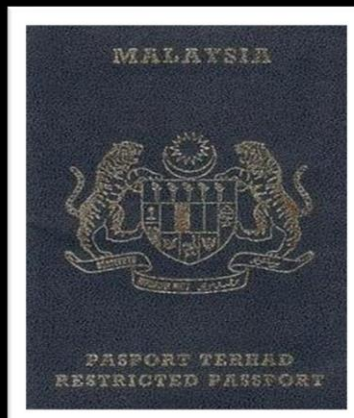
Regular International Passport

The standard red passport issued to Malaysian citizens for international travel.



Restricted Passport

A blue passport specifically for travel to Singapore, with more limited use.





Obtaining a Malaysian Passport

1

Check Eligibility

Ensure you meet the requirements for a Malaysian passport as a citizen.

2

Gather Documents

Collect necessary identification and supporting materials.

3

Submit Application

Apply through the Immigration Department of Malaysia website or in person.

4

Receive Passport

Collect your new passport once processed and approved.

Understanding Visas

Definition

A visa is a permit granted by a foreign government allowing entry into their country.

Appearance

Usually appears as a stamped notation in a passport.

Purpose

Indicates the reason for entry and permitted duration of stay.

Importance

Essential for legal entry and stay in most foreign countries.

Checking Visa Requirements

1

Research Destination

Check visa requirements for your specific travel destination before planning your trip.

2

Consult Resources

Use the Immigration Department of Malaysia website or contact the embassy of the country you plan to visit.

3

Allow Processing Time

Apply for visas well in advance, as processing times can vary by country.

Essential Travel Documents



Passport

Official identification for international travel.



Visa

Entry permit for specific countries.



Travel Tickets

Proof of transportation arrangements.



Accommodation Confirmations

Proof of lodging reservations.

Business Travel Attire

Formal Meetings

Wear professional business attire for important meetings and presentations.

Travel Days

Opt for comfortable yet presentable clothing during long journeys.

Cultural Considerations

Research and respect local dress customs when traveling internationally.

Summary

A business meeting is a formal gathering of individuals within an organization or between different organizations to discuss specific topics related to business operations, strategies, projects, or other relevant matters. These meetings are typically structured and organized with a defined agenda to achieve specific objectives. Business meetings can occur in various formats, such as in-person meetings, virtual meetings (via video conferencing or teleconferencing), or hybrid formats combining both.

Key characteristics of a business meeting include:

Purpose: Meetings have a clear reason or objective, such as decision-making, brainstorming, planning, problem-solving, information sharing, or project updates.

Participants: Meetings involve participants who have a stake or interest in the topics being discussed. Participants can include executives, managers, team members, stakeholders, or external partners.

Agenda: A structured agenda outlines the topics to be discussed, the sequence of discussion, and the allocated time for each item. This helps in maintaining focus and achieving the meeting's objectives efficiently.

Format: Meetings can be conducted in-person at a physical location, virtually through online platforms, or in a hybrid manner combining both physical and virtual presence.

Facilitation: Effective meetings often have a designated facilitator or leader who ensures the meeting stays on track, encourages participation, manages time, and facilitates decision-making.

Documentation: Important discussions, decisions, action items, and follow-up tasks are often documented during the meeting or in meeting minutes for future reference and accountability.

Follow-up: Meetings typically lead to actionable outcomes or decisions. Follow-up actions and responsibilities are assigned to participants to ensure progress and implementation of decisions made during the meeting.

Business travel refers to journeys undertaken by individuals on behalf of their organizations for work-related purposes. It is a fundamental aspect of modern business operations, facilitating face-to-face meetings, negotiations, conferences, training sessions, market research, and other critical activities that require physical presence beyond regular office locations. This form of travel spans various industries, from multinational corporations to small businesses, and plays a crucial role in fostering relationships, expanding markets, and driving business growth.

Importance of Business Travel

Business travel is integral to global commerce for several reasons:

- 1. Face-to-Face Communication:** Despite advancements in technology, face-to-face interactions remain invaluable for building trust, fostering relationships, and conveying nuanced messages. In-person meetings allow for better understanding, empathy, and immediate feedback, which are often crucial in negotiations and decision-making processes.

- 1. Business Development and Expansion:** Traveling enables businesses to explore new markets, establish partnerships, and expand their footprint geographically. It provides firsthand insights into local cultures, customs, regulations, and market conditions that are essential for strategic decision-making.
- 2. Client and Customer Relations:** Meeting clients and customers in person strengthens relationships, enhances customer satisfaction, and improves retention rates. It demonstrates commitment and personalized attention, which can differentiate a company from its competitors.
- 3. Training and Professional Development:** Business travel facilitates participation in workshops, seminars, conferences, and training programs that are essential for skill development, industry knowledge acquisition, and staying abreast of industry trends.
- 4. Problem Solving and Decision Making:** Complex issues often require collaborative problem-solving sessions involving key stakeholders. Face-to-face meetings enable efficient decision-making, consensus-building, and swift resolution of challenges.
- 5. Networking:** Conferences, trade shows, and industry events provide networking opportunities with peers, industry leaders, potential clients, and partners. Networking can lead to new business opportunities, collaborations, and knowledge exchange.

Types of Business Travel

Business travel encompasses various types of trips based on the purpose and duration:

- 1. Domestic Travel:** Within a country, businesses travel for meetings, site visits, training programs, and other business-related activities.
- 2. International Travel:** Across borders, international business travel involves expanding into new markets, negotiating global contracts, attending international conferences, and building global partnerships.
- 3. Short-Term Assignments:** Temporary assignments involve travel for specific projects, training sessions, or client engagements that require a presence outside the usual work location.
- 4. Long-Term Assignments:** Extended stays in foreign locations for managerial roles, project management, market entry, or setting up new offices fall under long-term assignments.

Future Trends

Looking ahead, several trends are shaping the future of business travel:

- 1. Hybrid Work Models:** The rise of remote work and hybrid work models may alter the frequency and purpose of business travel, emphasizing flexibility and remote collaboration.
- 2. Technology Integration:** Continued advancements in virtual reality (VR), augmented reality (AR), artificial intelligence (AI), and telepresence technologies may enhance virtual meeting experiences and reduce the need for some forms of travel.
- 3. Sustainability Initiatives:** Increasing emphasis on sustainability may drive businesses to adopt greener travel practices, such as reducing air travel, promoting telecommuting, and investing in carbon offset programs.
- 4. Global Mobility Programs:** Enhanced global mobility programs may emerge to support diverse talent acquisition, cross-cultural collaboration, and knowledge exchange across international borders.

Conclusion

In conclusion, business travel remains a vital component of global business operations, facilitating essential activities that contribute to organizational growth, innovation, and success. Despite technological advancements in virtual communication, the value of face-to-face interactions, relationship-building, and immersive experiences continues to drive the necessity of business travel. However, the future will likely see a blend of physical and virtual interactions as organizations strive to balance productivity, cost-efficiency, sustainability, and employee well-being in a rapidly evolving business landscape.

Challenges and Considerations

While business travel offers numerous benefits, it also presents challenges and considerations:

- 1. Cost Management:** Travel expenses, including airfare, accommodation, meals, transportation, and incidentals, constitute a significant portion of business budgets. Effective cost management strategies are essential to optimize travel expenditures.
- 2. Health and Safety:** Travelers face health risks, including exposure to infectious diseases, jet lag, fatigue, and travel-related stress. Organizations must prioritize traveler safety and provide adequate support, including travel insurance, health resources, and emergency protocols.
- 3. Environmental Impact:** Business travel contributes to carbon emissions and environmental impact. Organizations are increasingly adopting sustainable travel practices, such as carbon offsetting, promoting virtual meetings, and utilizing eco-friendly transportation options.
- 4. Travel Policies and Compliance:** Clear travel policies outlining guidelines for booking, expense reimbursement, travel safety, and compliance with local laws and regulations ensure consistency and adherence to organizational standards.
- 5. Technology and Virtual Alternatives:** Advances in communication technology, such as video conferencing and collaboration tools, offer alternatives to physical travel. Balancing the benefits of face-to-face interactions with virtual communication can optimize business travel efficiency.



PLANNING CAREER DEVELOPMENT





Planning Your Career and Job Search

Planning your career and conducting an effective job search are crucial steps in achieving professional success. This guide will walk you through the process of developing a career strategy, preparing for interviews, and navigating the early stages of employment. Whether you're just starting out or looking to make a change, these tips and insights will help you make informed decisions and put your best foot forward in the job market.

Factors to Consider When Planning a Career Strategy

Self-Assessment

Evaluate your skills, interests, and values to identify career paths that align with your strengths and passions.

Market Research

Investigate job opportunities and projected growth in various fields to make informed decisions about your career trajectory.

Educational Requirements

Determine the qualifications needed for entry-level positions and advancement in your chosen career path.

Long-Term Goals

Consider your long-term career aspirations and plan steps to achieve them, even when starting with an entry-level position.





The Role of a Career Goal in Planning

Establish Clear Objectives

Setting a career goal helps you focus your efforts and make decisions that align with your long-term aspirations.

Evaluate Opportunities

With a career goal in mind, you can better assess job offers and determine if they contribute to your overall career strategy.

Adapt and Evolve

As you gain experience and learn more about various jobs, your career goals may change. Regularly reassess and adjust your objectives as needed.

Planning With a Career Goal Established

Job Opportunities

Research specific jobs available within your chosen career field and understand their requirements.

Educational Qualifications

Identify the educational requirements for both entry-level positions and career advancement in your field.

Future Projections

Investigate the job market outlook for your chosen career over the next 5-10 years to ensure long-term viability.



Steps in Planning Job Search

1

Identify Job Types

Become familiar with the types of jobs you wish to consider based on your skills and interests.

2

Explore Opportunities

Research job openings related to your chosen field and qualifications.

3

Prepare Resume

Create a well-crafted resume and tailor cover letters for specific job applications.

4

Prepare letter of application

also known as a cover letter, is a formal document that accompanies your resume when applying for a job



Steps in Planning Job Search

5

Apply and Interview

Submit applications, attend interviews, and follow up with potential employers.

6

Follow up interviews

It shows your continued interest in the position and allows you to reaffirm your qualifications and enthusiasm for the role.

7

Accept Job

Respond the offer promptly and express Your gratitude

Exploring Job Opportunities: School Resources

Placement Services

Utilize your school's placement office to connect with potential employers and job listings.

Counseling Services

Seek guidance from school counselors who may have information about job opportunities suited to your skills and interests.

Teacher Connections

Inform your business teachers about your job interests, as they may receive information about relevant openings.

Alumni Networks

Tap into your school's alumni network for potential job leads and industry insights.



Exploring Job Opportunities: School Resources

The Internet

Many sites on the www contain job listings. These sites are sometimes called job boards.

Newspaper

The classified advertisement sections of newspapers list many job openings

Employment Agencies

Employers submit job openings to employment agencies. Counsellors at the agencies help match applicants' qualifications and goal with jobs available. Private employment agencies charge a fee for their services.

Government Announcement

Many different types of employees are required in government agencies. You will be able to get information from your state employment office about state and federal job opportunities.

Personal Inquiry

If you want to work for a particular company, you may want to write a carefully worded letter asking about job possibilities.





Exploring Job Opportunities: The Internet



Job Boards

Utilize online job boards to search for openings and post your resume for potential employers to view.



Company Websites

Visit company websites to find job listings and submit online applications directly to organizations of interest.



Professional Networks

Leverage professional networking sites to connect with industry professionals and discover job opportunities.



Industry-Specific Sites

Explore industry-specific job sites and forums for targeted job listings in your field.

Exploring Job Opportunities: The Media

Newspaper Classifieds

Check the classified sections of local newspapers for job listings. Some employers advertise directly, while others use blind ads that don't identify the company.

Industry Publications

Read magazines, newsletters, and periodicals related to your industry for job postings and career insights.

Professional Journals

Review professional journals in your field for job listings and industry trends that may lead to employment opportunities.

Exploring Job Opportunities: Employment Agencies

Private Agencies

Consider using private employment agencies, which may charge a fee but can provide access to exclusive job listings.

Government Agencies

Utilize free government employment agencies to access state and federal job opportunities.

Specialized Recruiters

Work with specialized recruiters who focus on your industry or field of expertise.

Temporary Agencies

Consider temporary agencies for short-term work that may lead to permanent positions.

Government Job Announcements



Research Opportunities

Visit state employment offices or government websites to find information about state and federal job openings.

Prepare for Tests

Be aware that many government positions require job-related tests. Stay informed about test dates and prepare accordingly.

Apply Online

Utilize online application systems for government jobs, ensuring all required information is accurately submitted.

Follow Up

Keep track of your applications and follow up on their status as appropriate within government hiring timelines.



Personal Inquiry for Job Opportunities

1

Research the Company

Gather information about the company you're interested in working for, understanding their business and culture.

2

Craft Your Letter

Write a carefully worded letter of inquiry, explaining your interest in the company and briefly outlining your qualifications.

3

Follow Up

After sending your letter, follow up with a phone call or email to express continued interest and inquire about potential opportunities.

Preparing a Resume: Hard Copy Format

Concise Presentation

Create a clear, well-organized resume that highlights your qualifications for the job.

Accuracy is Key

Ensure every detail in your resume is accurate and up-to-date.

Professional Appearance

Use high-quality paper and a laser printer for a clean, sharp appearance.

Limit Length

Keep your resume to one page, or use a second page only if necessary for a complete work history.



Resume Categories: Personal Information and Job Interest

Contact Information

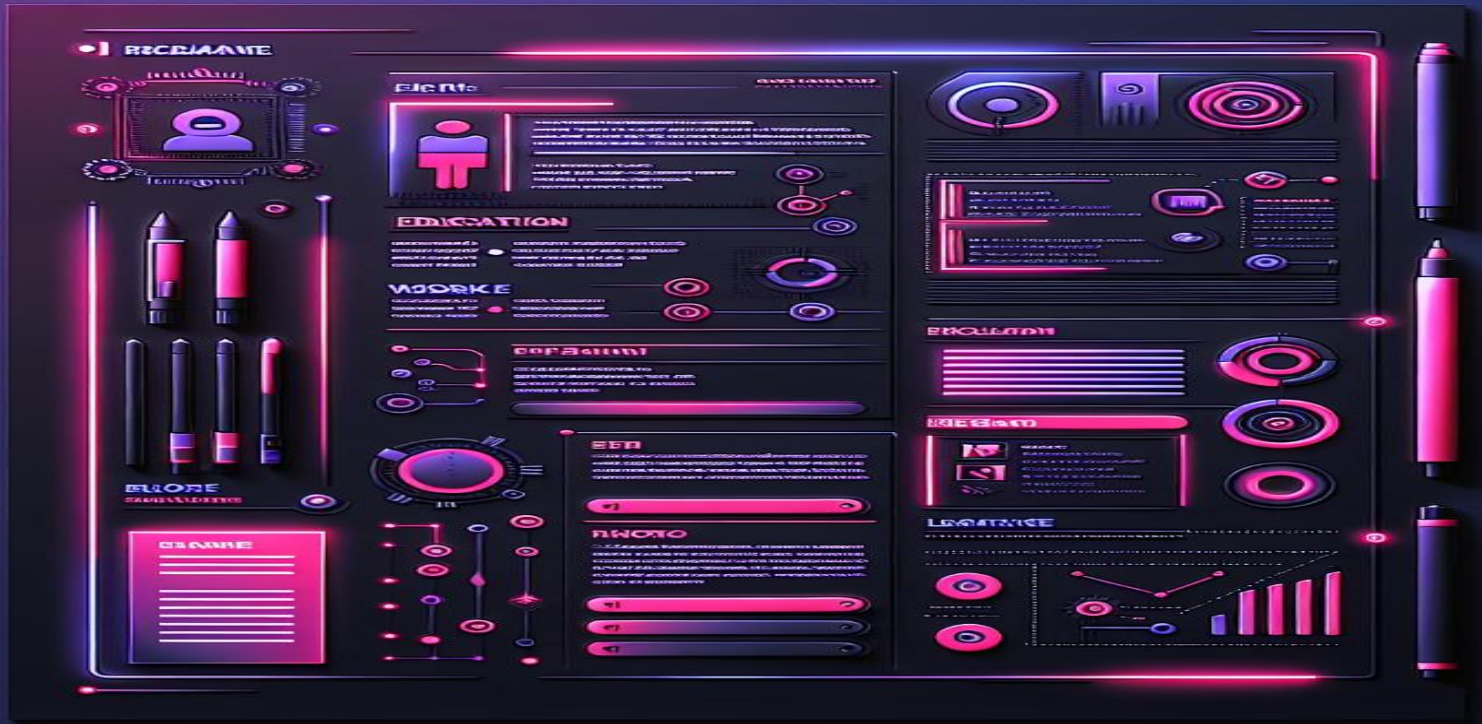
Include your name, mailing address, phone number, and email address at the top of your resume.

Job Objective

Briefly state the specific job for which you are applying to show how your qualifications relate to the position.

Professional Presentation

Use a clean, professional font and layout to make your information easy to read and visually appealing.



Resume Categories: Education and Work Experience

Education

Work Experience

School name and address

Company name and address

Graduation date

Job title

Relevant courses

Tasks performed

Honors and awards

Employment dates



Resume Categories: References and Additional Information

References

List references or state that they are available upon request. Include complete contact information for each reference.

Computer Competencies

Highlight relevant software skills and technical proficiencies that relate to the job.

Extracurricular Activities

Include relevant activities that demonstrate leadership, teamwork, or other valuable skills.

Scholastic Honors

Mention academic achievements when appropriate to showcase your dedication and abilities.



Preparing a Scanned Resume

1

Simple Format

Use a clean, simple format without fancy fonts, bold type, or complicated layouts to ensure easy scanning.

2

Key Words

Include industry-specific keywords and action verbs to improve searchability in resume databases.

3

Clear Content

Use specific terms and avoid vague language to accurately describe your skills and experiences.

4

Professional Email

Use a professional email address, avoiding cute or slang names that may create a negative impression.



OBJEKTIF
Memohon Posisi Jurulatih Daerah bagi Sukan Tenis

PENGALAMAN KERJA
Latihan Industri di Syarikat ABC Sdn Bhd (2015)
- Mengendalikan penguasaan fungsi-fungsi perakaunan dan kewangan
- Melaksanakan analisis laporan kewangan
- Melaksanakan fungsi perbendaharaan.

PROJEK AKHIR TAHUN (TESIS)
Tajuk : Mengkaji Penggunaan Perisian Perakaunan Oleh Peniaga Peniaga Kawasan Ipoh, Perak. (2015)

Kajian menekankan kepada aspek kewangan, kemahiran dan kesedaran di kalangan usahawan tempatan tentang penggunaan perisian perakaunan.

PENDIDIKAN
Ijazah Sarjana Muda Dengan Kepujian Akauntan, Universiti Malaya (2016)
Diploma Akauntan Politeknik Rawang (CGPA 3.70/4.00, 2012)
SPM 7A
Sekolah Kebangsaan Muar, Johor

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1. Ketua Pengarah Mahasiswa Majlis Tindakan Siswa Universiti, 2016.
2. Fasilitator Brainstorming bagi Program Khidmat Masyarakat Komuniti Kuantan, 2015.
3. Wakil kolej bagi Marathon tahunan Peringkat Universiti, 2014 - 2016.
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MOHAMAD29102@yes.my

Penguasaan B. Melayu
Penguasaan B. Inggeris
Penguasaan Microsoft Excel
Penguasaan Microsoft Powerpoint
Penguasaan Quickbooks



FARID BIN RADZI

STORE MANAGER

CONTACT
013-1234567
faridradzi@gmail.com
www.faridradzi.com

PROFILE
• Proficient in overseeing store operations and achieving set goals, understanding marketplace needs and strategies needed to drive sales and ensuring proper merchandise presentation.

WORK EXPERIENCE
Store Manager at Benson's 2012-Present
• In charge of overall store operation
• train and supervise employees
• assist customers in all aspects of store service
Assistant Store Manager at Johnny B and His Goods 2011 - 2015
• managed weekly inventory
• ensured cash was managed efficiently
• thought of strategies to minimize store costs

EDUCATION
Oakwood University
Business Mmanagement
2010 - 2014
Taylor's College
A-Level
2008- 2010

SKILLS
Audience engagement
Content research
Copywriting

ACHIEVEMENTS
• Johnny B and his goods employee of the year 2012
• Oakwood University Dean's lister, 1st semester of school year 2009

SOCIAL
fb.me/nadiahaziq
@nadiahaziq
@nadiahaziqtweet

CO-CURRICULAR ACTIVITY
Elite Squad of St John Squad Leader
•Leading the line for national marching band competition

Your Name
Address
City, State, Zip Code
Phone Number
Email Address

Date

Dear Hiring Manager,

I'm writing to express my interest in the Senior Editorial Manager position at Chancellor, Inc.

My combination of creative talent, technical expertise, and experience managing both writers and projects, makes me the right person to help your editorial team grow.

I have developed and implemented editorial standards for style and quality that are used by both writing and editorial teams. In addition, I have worked closely with other departments including marketing, sales, and technology.

Experience has taught me how to build strong relationships with all departments at an organization. I have the ability to work within a team as well as cross-team.

If I can provide you with any further information on my background and qualifications, please let me know.

I can be reached anytime via email at name.name@gmail.com or phone at 555-555-5555.

Thank you for your time and consideration. I look forward to speaking with you about this employment opportunity.

Sincerely,

FirstName LastName

BS

Belinda Stewart

example@example.com | 555-555-5555 | San Antonio, TX 78217

August 12, 2023

BOBBIE SHERMAN, HUMAN RESOURCES DIRECTOR
AEROTEK
70 NE INTERSTATE 410 LOOP #905
SAN ANTONIO, TX 78216

Dear Mr. Sherman,

As an ambitious professional with management proficiency and extensive administrative assistant experience, I was thrilled to learn about the Administrative Assistant opening at Aerotek. I assume you will agree that my qualifications demonstrate that I have the drive, track record, and management experience that can contribute to your company's growth and the administrative integrity you are looking for in the corporation.

I have been an administrative assistant for over eight years; through my experience, I developed expertise in managing meetings and calendars, arranging travels, taking minutes, preparing checks, and preparing documents and forms using Microsoft Office Suite. I'm also skilled in using various accounting software such as Quickbooks, Sage, Xero, and Freshbooks. My resume goes into more detail about my daily duties and achievements.

I am very interested in meeting to review your needs and possible solutions I could bring to the table. I believe that I can meet and exceed the expectations that you have for this role. Thank you for your time and consideration.

I look forward to speaking more with you about my candidacy.

Sincerely,
Belinda Stewart



Letter of Application Guidelines

- 1 Address Properly**
Address the letter to a specific person when possible. Call the company to get the correct name and title.
- 2 State Purpose**
Explain the reason for your letter and the specific position you're interested in.
- 3 Highlight Qualifications**
Briefly indicate why you're qualified, referencing relevant experience and interests.

Letter Format

- 1 Length**
Limit to one printed page or equivalent for online applications.
- Tone**
2 Use a professional, appealing tone that engages the reader.
- Content**
3 Be concise and informative. Focus on qualifications relevant to the job.

Interview Preparation: Attire

Plan Ahead

Choose your outfit a day or two before the interview.

Conservative Style

Opt for business-like, conservative attire even if the company is casual.

Comfort

Ensure your clothes are both appropriate and comfortable.



Interview Preparation: Questions

1

Anticipate

Prepare for common interview questions about your interests and qualifications.

2

Research

Learn about the company and position to formulate relevant questions.

3

Practice

Rehearse your responses to build confidence and clarity.



1

Timing

Arrive shortly before the scheduled time to remain calm and collected.

2

Location

Visit the site in advance if unfamiliar with the location.

3

Parking

Use visitor parking if available in the company lot.

Completing the Application Form

Neatness

Fill out the form carefully with legible handwriting.

Thoroughness

Read each question completely before answering. Don't leave blanks.

Accuracy

Bring a copy of your resume for reference while completing the form.



What Generally is Expected of an Interview

In many cases, interviewers will want to know what you expected from your last job when you were hired, so, be prepared to answer the interview question "What were your expectations for the job and to what extent were they met?"

There isn't a right or wrong answer to this question. The best way to respond is to discuss what you expected when you took the job and give examples of how the position worked out for you. If the job wasn't exactly what you expected, it's fine to mention that. However, you should focus on the job itself, not the company, your boss, or your co-workers (if they were a problem). Do be careful how you answer and don't focus too much on the negative. Instead, address the highlights of the job.

When responding, be specific. Prepare some examples to share with the interviewer in advance. For example, if your job involved creating web applications using Cold Fusion, discuss the specific programs you developed and the responsibilities you were given. If you were provided training and opportunities for professional development to help you achieve your goals, mention that, as well.

Typical Ways organizations provide orientation for new employees

In some instances, a job introduction or orientation is done informally by the employee's supervisor or manager. In other instance, the job introduction is provided in a formal, organized manner. Formal orientation programs are scheduled for a particular time and include a series of presentations or meetings. These programs are common in large organizations, where a number of new employees may begin their jobs at the same time.

Informal orientation programs are common in smaller organizations where fewer employees are likely to begin their new jobs at the same time. Generally, an informal



program is directed by the new employee's immediate supervisor or by an experienced co-worker. This person often has a checklist to guide the explanations during the orientation. Some of these topics and activities are like to be included:

- Goals and policies of the organization
- The company's organization chart and key personnel
- Employment forms
- Completion of forms related to benefits such as health care or retirement plans
- Company policies related to ethics, safety, and security
- Personnel policies, including performance evaluations
- Policies and procedures that guide the new employee's responsibilities

Orientation does not always end with the program offered on the first day of work. Sometimes additional meetings are scheduled after employees have had several weeks of experience in their new positions.

Learning on the Job

As a new employee, realize that your supervisor is aware that you do not know everything that the job may require. Learning on the job is expected and is considered a part of your job. Some of the learning is guided by an experienced person, and some is done on your own.


As a new worker, you can expect to be given specific information about the tasks you will complete. The company may have a clearly stated job description of what you are to do, or you may be in a newly created position. In the latter case, just a general description of your duties may exist. An employee's actual work duties and tasks may differ from the job description because the job has changed but the description has not been updated.

A new employee will often find that co-workers are generous in providing help related to job tasks. They understand that a knowledgeable co-worker is going to be a valuable asset to the unit or department. You will quickly realize which of your co-workers are most likely want to answer questions you might have.

Reference and Resources

When you begin a new job, make a point to become acquainted with basic references available to you. Some of these references may be accessed using your computer, while some may be in printed. Some of the references you may have are listed below.

- A company manual or employee handbook of policies and procedures
- A complete organization chart
- A calendar of events and a company newsletter
- An annual report if the company is publicly owned
- A directory of all personnel with phone numbers and possibly e-mail address



Companies have developed a wide range of materials to aid employees. You will want to learn what company databases and network or intranet resources are available to use.

EMPLOYEE PERFORMANCE

Many companies have a plan for evaluating employee performance and discussing the results with the employee at least once a year. A company may have several reasons for doing performance evaluations, also called performance reviews or appraisal.

Information from performance appraisals may be used in determining pay increases, promotions, employee disciplinary actions, or dismissals. Evaluations help identify employee strengths and areas for improvement.

Although a formal evaluation may be completed only once a year, effective managers provide feedback about employee performance throughout the year. Companies expect workers to be competent and perform their jobs satisfactorily. Some factors commonly considered in an employee evaluations include:

- Job knowledge and skills
- Quality of performance
- Quantity of work completed
- Initiative and judgement
- Cooperation and teamwork
- Flexibility and adaptability
- Adherence to schedules and deadlines
- Accomplishment of goals set previously

New workers are given a period of time for learning their jobs. The trial period typically lasts three to six months.

Ways of Evaluating Employees

Companies use varying methods to evaluate workers. In some companies, evaluation practices may be informal. Little, if any, information may be recorded in the personnel file of the employee. Generally, the employee signs the appraisal to indicate that it was read and may add comments to the document.

Other companies use clearly stated employee evaluation procedures with carefully developed appraisal forms. In a **traditional approach**, employees are evaluated by a manger or supervisor.

In some cases, a manager, co-workers, and the employee may all contribute to the evaluation. This approach, sometimes called **360-degree evaluation**, is becoming more popular. This is because some people think getting feedback from several people in different positions gives a better picture of an employee's overall performance.



Performance evaluations are rated or scored in a variety of way. Using a **checklist**, where skills and traits are listed and points awarded for each area, is a popular method. Using this method, the employee’s performance is compared to reasonable standards. Ideally, all employees in a unit or department could receive high scores using this method.

Ranking employees in a unit or department from highest to lowest is an evaluation method used by some companies. Using this method, the evaluator compares employees to none another, and all employees cannot receive high scores.

With a forced distribution method, employees are assigned scores that fall into preselected categories. For example, the evaluation procedures might state that a certain percent of employees will receive scores that fall in a particular category.

1. **Responsibility for self-evaluation of performance**

To progress in your job, you will want to ask yourself: “How well am I doing my job?” Such an evaluation might be scheduled to be completed about a month before the evaluation by your manager. The following steps should be helpful in your evaluation:

1. List the skills, tasks, and goals that relate to your position. For this step, a copy of the performance appraisal form used or your job description will be useful.
2. Think carefully about your work behaviour, either daily for one week or one day each week for four or five weeks.
3. Record any instances of very effective or poor performance, indicating the date of each entry.
4. Assess what you have written at the end of your review period. Note especially instances of poor performance. Consider what you might change to improve your performance.
5. Compare your own evaluation with the one given you by your manager or supervisor. Reconsider your own evaluation in relation to that given by your manager or supervisor and make appropriate changes in how you assess yourself.

Your performance evaluation can be used to guide your efforts toward continuous improvement in your work. The evaluation may point out areas for improvement or ways that you can become more productive. Consider these points as you strive for continuous improvement in your job:

- Simplify; eliminate needless steps in doing tasks.
- Follow an organized approach to completing each task. Do not think of getting organized as separate activity.
- Consider the overall scope of a new project and set realistic estimates of the time and work required to meet deadlines.



- Think critically about the information you receive in various forms such as reports, letters, and e-mail messages. Keep what has value and discard that which does not.
- Document steps or other information related to tasks and activities such as meetings or projects for later reference.
- Prioritize tasks and complete them in order of importance, keeping deadlines in mind.

Resources continuous improvement of an employee's knowledge and skill


Although you may be content with your present job, remember to consider the future. While focusing primarily on your current job, also consider what you can do to prepare for future jobs, some of which may be promotions.

Professional and Trade Associations

- People with common work interests often belong to professional or trade associations. These groups provide programs and activities designed to help improve work skills and knowledge.
- Internet resources and local libraries will help you become acquainted with those available.
- Your company's Human Resources Department may have information about organizations that you may wish to join.
- Your company may subscribe to magazines and newspapers related to the company's business. Check the recourses of your local libraries and search the Web to become acquainted with what is available in print and electronic format.

Educational Resources

- Think about skills you would like to acquire or improve to become a more effective worker. For example, you may want to learn new software programs or become more effective at public speaking. You can probably find educational resources to help you develop these sills. Consider programs offered by a local public-school system through adult education or by a local college or university. Many courses are also offered via the Internet.



Effective ways of facing job changes

A typical worker changes jobs several times during his or her career. A job change may be the worker's choice or it may be caused by events beyond the worker's control. The example causes by events beyond the worker's control are:

- Companies sometimes change their structures as they strive to grow and accomplish their goals.
- Companies are bought and sold, merged with other companies, relocated to other geographic areas, or downsized.
- A company may also fail or go out of business.

These changes may mean that workers are promoted or transferred to different jobs, asked to move to another city, laid off temporarily, or dismissed from their jobs.

Job Termination

Being dismissed from a job can be an emotionally upsetting and stressful experience, even when you are dismissed through no fault of your own. You may have some prior warning that the dismissal may happen, or you may have no warning at all. Try to remain calm and professional during the job termination process.

Dismissal Procedures

- Depending on the size and policies of the company, dismissal procedures may vary widely. Typically, you will be given a written notice or letter stating that you are dismissed from the company's employ. The letter may state the reason for the dismissal. You should receive and final pay check on or shortly after your dismissal. You may also be paid for items such as unused vacation or sick day.
- Company typically provide severance pay to workers who lose their jobs through no fault or the employees. One or two weeks' pay for each year a worker has been employed at the company is a typical severance payment. Workers who are dismissed because of poor job performance or a serious violation of company policies, such as theft or harming or threatening a co-worker, usually do not receive severance pay.
- You will be expected to return items such as company keys, credit cards, security badges, or access cards. Your manager or a co-worker may escort you to your desk or work area to collect personal items and then out of the building. If the company's dismissal procedures are less formal you may be allowed to leave on your own, taking time to say good-bye to co-workers.
- When employee lose their jobs for reasons such as downsizing or a move to a new location, the company may provide assistance in helping workers find other jobs. Some companies use outplacement services. These are organizations that provide counselling and other services to help workers find new jobs.



Exit Interview

- You may be asked to attend a meeting, sometimes called an **exit interview**. The meeting may be with your supervisor or someone from the Human Resources Department. In this meeting, the reasons for your dismissal and the status of any continuing benefits may be discussed. You may be asked questions about how you think the company could improve operations. Company procedures that you think are effective may also be discussed.
- Show a cooperative attitude in an exit interview, even if you have been unhappy with your job or company policies. Try to keep the goodwill of the company personnel. You may want to work for this company at some future date. You need to deal with company personnel for job references or continuing benefits issues.

References

- Remember that while one company may no longer need your services, others are likely to need them. You may wish to ask your supervisor to give you a letter of recommendation or allow you to list him or her as a reference when you look for a new job.



Voluntary Job Changes

You may decide to leave your job at a company for a variety of reasons. You might move to a different city. You might complete training or education that qualifies you for a higher-level job. You might find better pay or more opportunity for advancement at a different company. You will want to take advantage of good job opportunities.

Be aware, however, that a record of changing jobs too often (in other words job hopping) may make a negative impression on prospective employers. As a general rule, plan to stay in any full-time job you accept for at least one year. If you have changed jobs frequently, have an explanation for the frequent changes prepared to discuss in interviews.

Resignation Letter

- When possible, give the company at least two weeks' notice when quitting a job. Always submit a formal resignation letter. The letter should be written to your immediate supervisor and should use a polite, professional tone. Keep the letter short and simple.
- In the first paragraph, ask our manager to accept your resignation your job (state the job title) as of a particular date. In the second paragraph, indicate that you are willing to do whatever you can to organize material or document procedures to help another worker assume your duties. You could offer to train or assist another person during your last few days at work. In third paragraph, thank the manager for the opportunity to work for the company and wish the company continued success. You need not give a reason for your resignation.
- When you leave a company's employ, you may retain some of the benefits of having worked for the company. For example, if you were employed by the company for several years, you may draw benefits form a pension or retirement plan.



Promotions

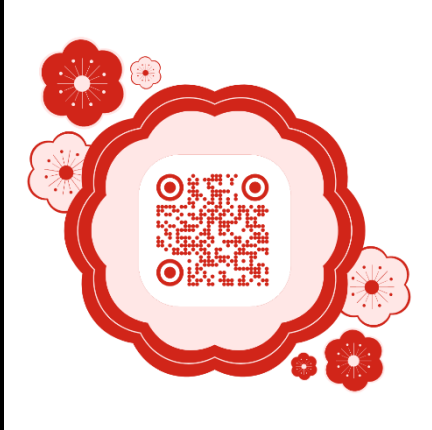
- Although you may be content with your present job, remember to consider opportunities for promotions. Your company may post job openings in company bulletins, in local newspapers, or on the company website.
- The job posting may provide information about higher-level jobs. You may deal with people a varying level of the company. You may be able to learn, in informal ways, about the qualifications required for various jobs. Learning about higher-level positions in your company can help you decide whether you would want to work in one of these positions.

Job Portfolio

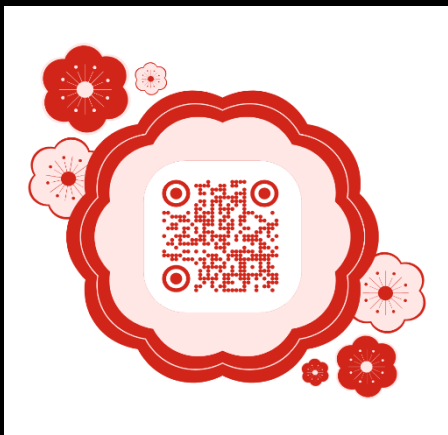
A job portfolio is a file containing documents, work samples, and information related to employment. A job portfolio can be very helpful when applying for a new job or being interviewed. Keep items such as the following in your job portfolio:

- Copies of your resume in hard copy and electronic formats
- Sample letters of application and thank-you letters
- Your job search diary that includes job search activities and contact persons
- Copies of any awards or honours you have received
- Letters, notes, and other items related to your work
- Programs and newsletters that report your participation in school or community activities
- School transcript of courses completed
- Diplomas and certificates of completion of courses
- A detailed work history (job descriptions, evaluation, and related information about earlier full-time positions and about your current position)
- Samples of your work or pictures and descriptions of projects or work completed

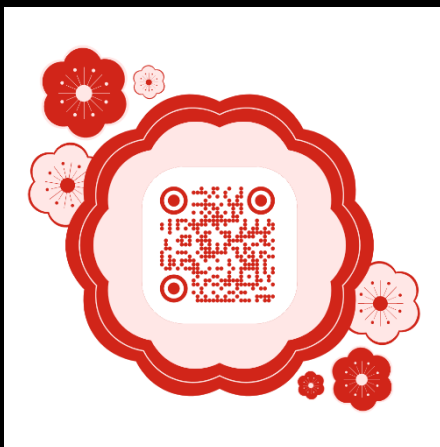
As you begin full-time employment or continue your education, continue to broaden our awareness of jobs and career possibilities. Update your job portfolio frequently to reflect new skills, talents, and experiences.



INTERVIEW TIPS & TRICKS!
How to Prepare for a Job Interview in Under 10 Minutes!



Tell Me About Yourself - A Good Answer To This Interview Question



Write an Incredible Resume: 5 Golden Rules!

Personal Qualities and Effective Interaction at Work

Effective performance at work relies heavily on personal qualities and the ability to interact well with others. This presentation explores critical aspects of personality, character, and behavior that contribute to success in the workplace. We'll examine expectations for appearance and manners, strategies for conflicts, and key laws and regulations governing employment. Understanding these elements is crucial for creating a positive and productive work environment.



Aspects of Personality Critical for Work Performance

1

Reliability

Being dependable and consistently meeting work commitments

2

Productivity

Efficiently completing tasks and contributing to company goals

3

Cooperativeness

Working well with others and supporting team efforts

4

Adaptability

Willingness to learn new skills and adapt to changing work environments



The Importance of Character in the Workplace

Integrity

Honesty and trustworthiness in all work-related actions and decisions

Reliability

Consistently fulfilling job responsibilities and meeting expectations

Respect

Treating colleagues and clients with courtesy and consideration

Accountability

Taking responsibility for one's actions and their consequences



Self-Acceptance and Personal Growth

1

Be Honest with Yourself

Acknowledge both strengths and Weaknesses without self-deception

2

Embrace Your Uniqueness

Recognize shared human experiences while valuing individual differences

3

Believe in Your Worth

Maintain confidence and security while accepting imperfections

4

Continuous Improvement

Use self-awareness as a foundation for personal and professional growth



Maturity in the Workplace

Emotional Intelligence

- Handling criticism and disappointment gracefully
- Admitting mistakes and learning from them

Interpersonal Skills

- Being considerate and respectful of others
- Valuing diversity and avoiding superiority

Professional Growth

- Acknowledging areas for improvement
- Seeking opportunities to learn and develop

You are mature when you are willing to:

- Accept criticism or disappointment tactfully
- Acknowledge that you do not know or understand something
- Admit that you made a mistake
- Learn from your mistakes
- Face your weaknesses and determine how to overcome them
- Be considerate of others
- Demonstrate respect for differences of individuals
- Be objective and honest in your relationships with others
- Value the worth of every person and do not act superior to another person



The Work Ethic

1

The Work Ethics

- It is a general term combining a belief in the value of work and a willingness to meet work demands.
- People with a strong work ethic value both types of rewards, such as pay and benefits (tangible) and job enjoyment and pride (intangible).
- Companies prefer locations where employees exhibit a strong work ethic to ensure productivity and goal achievement.

2

Participation and Cooperation

- Cooperativeness involves a willingness to achieve goals by participating in necessary tasks. Despite predefined job descriptions, employees often perform additional tasks due to business changes, making a positive attitude and helpfulness crucial.

3

Learning

- Work procedures frequently change due to new technology, products, or services. Managers can't always predict necessary new skills, so companies expect employees to be independent learners. Office workers should show willingness to learn and improve job-related skills, staying informed on new technology and methods through industry magazines and professional organizations.



The Work Ethic

The Work Ethics

1



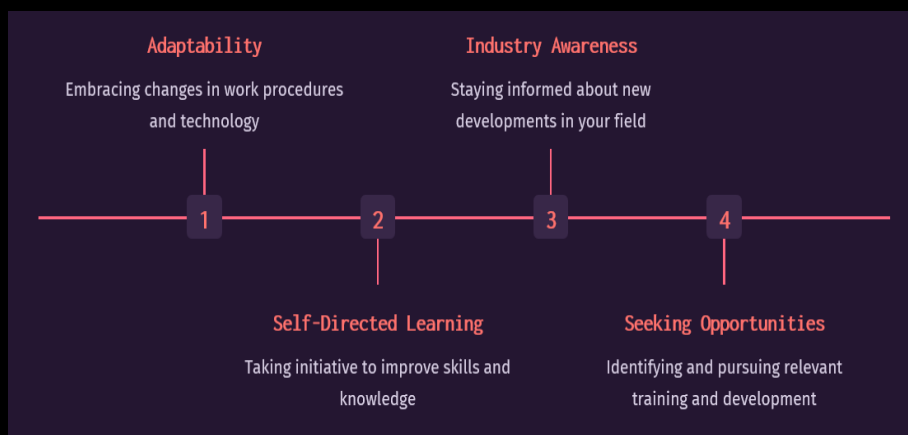
2

Participation and Cooperation



3

Learning



Expectation Related to Appearance and Manners at Work

Impression Influence Others

Your appearance affects how others think of you. People often form judgments on limited evidence such as a first impression. Appropriate dress and proper personal hygiene are important for making a good impression on others. Annoying habits and speaking in a manner that is not appropriate can create a poor impression.



Appropriate Workplace Dress

Company Guidelines

Adhering to specific dress codes when provided



Professional Appearance

Dressing in a businesslike manner that reflects responsibility



Good Judgment

Choosing attire that demonstrates good taste and professionalism

Avoiding Annoying Habits at Work

1

Self-Awareness

Identifying and addressing potentially disruptive behaviors

2

Facial Expressions

Being mindful of unintentional negative expressions

3

Voice Volume

Speaking at an appropriate level, especially in open office spaces

4

Seeking Feedback

Asking trusted colleagues to help identify annoying habits

Basic Work Manners: Introductions

1

Rank Consideration

Address the person of higher rank or age first

2

Organizational Context

Mention company affiliations when introducing people from different organizations

3

Gender Etiquette

Address the woman first when introducing a man and woman of similar rank

4

Handshake

Offer a firm, but not overpowering, handshake as a gracious gesture



Electronic Etiquette: Voice Mail

Clear Speech

Speak slowly and clearly when leaving a message

Conciseness

Keep the message as brief as possible while including essential information

Complete Information

Leave your full name and contact number

Purpose

Explain why a return call is necessary, if applicable



Electronic Etiquette: Cellular Phone Use

1 Situational Awareness

Avoid using cell phones in areas where it may disrupt others

2 Privacy Consideration

Move to a private area for calls in public spaces

3 Confidentiality

Do not discuss sensitive business information in public areas

4 Respectful Use

Be mindful of volume and duration of calls in shared spaces



Electronic Etiquette: Speakerphones

Permission

Ask if the other party is comfortable with speakerphone use

Privacy

Ensure confidential matters are not overheard by others

Attention

Give full focus to the call, avoiding multitasking



Electronic Etiquette: Fax Machines

Privacy

Respect others' privacy by not reading their faxes

Prompt Delivery

Deliver received faxes to recipients promptly

Confidentiality

Handle sensitive faxes with appropriate care

Shared Resources

Be considerate when using shared fax machines



Electronic Etiquette: Conference Calls

1

Identification

Introduce yourself when speaking on a conference call

2

Respect

Avoid interrupting others who are speaking

3

Consideration

Do not put your line on hold if it will cause disruption

4

Participation

Stay engaged and contribute meaningfully to the discussion



General Courtesies at Work

1 Time Management

Respect colleagues' time by limiting personal conversations during work hours

2 Consideration

Ask before interrupting a coworker who may be facing a deadline

3 Resource Sharing

Be mindful when using shared equipment to allow others access

4 Awareness

Stay alert to the needs of those around you in the workplace



Effective Interaction at Workplace

Interacting with Supervisors

Employees must work cooperatively and professionally, respecting and listening to colleagues, regardless of personal preferences. Employers expect commitment to company goals. Few people work totally alone or independently. Regardless of the position you hold, you will be reporting to someone. Even key executives report to a board of directors or to owners. In most companies, employees have someone who supervises and guides their work.

What You Can Expect from Your Supervisor:

Your supervisor's role depends on your job position. Non-management office workers typically report to middle management, which directs daily company activities.

Effective managers guide employees towards success by explaining task relevance, setting priorities, assigning tasks, and informing them of deadlines and quality standards.

Managers vary in their approaches: some hold frequent staff meetings, while others use emails or memos. Some share detailed plans, while others communicate as needed.

Understanding your supervisor's work style helps meet their expectations. It is influenced by their personality, departmental work, and their supervisor's expectations. Some managers clearly communicate their expectations, while others expect employees to infer them from observations and comments.



What Your Manager Expects from You:

Managers expect employees to focus on their tasks even though there is no direct, immediate supervision throughout the workday.

Managers expect employees to evaluate their own work and take needed steps to ensure a high quality of work.

Managers expect employees to be willing to handle unplanned situations and depend on the flexibility and willingness of staff to respond to new demands in a busy workplace.

Managers expect employees to be loyal to the company and to their work group or department

Managers expect employees to be loyal and behave in an ethical manner and become familiar with the rules of the company.



Handling Workplace Conflicts and Professional Interactions

A conflict is a disagreement, quarrel, or controversy, stemming from the imperfections and varied weaknesses of individuals. Problems may occasionally arise, affecting relationships among co-workers. Responsible employees address conflicts maturely and constructively.

Strategies can be helpful in resolving conflicts at work:

1

Communicate

Listen and talk with co-workers to ensure a shared understanding of the situation. Consider everyone's concerns and address misunderstandings through open dialogue.

2

Analyze the Situation

Determine the real or underlying problems leading to the conflict. Attempt to resolve issues at the earliest stage possible to prevent small problems from escalating.

3

Be Objective

Focus on the issue, not the person. Avoid letting personal feelings interfere with problem resolution.

4

Look Inward

Examine your role in the situation objectively. Be willing to admit mistakes and apologize when necessary.

5

Look for Solutions

Brainstorm with co-workers to find ways to resolve the conflict collaboratively.

6

Be Diplomatic

Explain how resolving the conflict benefits others. Be tactful when suggesting solutions and focus on finding resolutions rather than placing blame.

7

Compromise

When appropriate, be willing to make changes to help resolve a conflict. Finding middle ground can lead to mutually beneficial outcomes.

The Importance of Conflict Resolution

Conflict with Your Manager

A "good working relationship" with your manager is desirable but sometimes challenging due to misunderstandings, unreasonable demands, or lack of communication about work goals. Managers, while expected to oversee and assess their team's work, may sometimes overlook your tasks due to heavy workloads. This can lead to conflicts if you assume your work is acceptable without receiving feedback. To prevent this, actively seek regular feedback, ask specific questions to clarify expectations, and keep your manager informed of any issues that may affect your work. This proactive communication helps avoid conflicts.

Conflict Related to Ethical Behavior

Conflicts can arise from differing values among workers. To address this, many companies have established codes of conduct or ethics, communicated through policy manuals, training sessions, or written materials. Employees should fully understand and follow these rules, as violations can lead to disciplinary actions or dismissal.

Everyone also has a personal code of ethics, which can sometimes conflict with co-workers' behavior or job duties. For example, offensive remarks by colleagues or being asked to work on a religious holiday may present ethical dilemmas. In such cases, employees should use their judgment and discuss the situation with their manager. Many companies provide policies and procedures for resolving conflicts and reporting unethical behavior.



Interacting with Co-Workers



Cooperation

Employees must collaborate to achieve company goals. When a colleague from another department seeks help or data, respond willingly, provided the information isn't confidential. In a team, strive to complete your tasks effectively and contribute to the team's success.



Confidentiality

Understanding what aspects of your work are confidential is crucial. Disclosing such information can harm the company or its employees. Some data is temporarily confidential and can be shared once decisions are finalized.



Avoiding Gossip

Information in a company is often shared informally through the "grapevine." Employees should be cautious about the information they share, avoiding discussions about unverified company plans, confidential matters, and personal issues of fellow employees.



Accepting Responsibility for Mistake

When you make a mistake, accept responsibility immediately and correct it to prevent co-workers from making decisions based on incorrect information. Explain the cause if helpful, but avoid making excuses. Learn from mistakes and never blame others.





Understanding Relevant Laws and Regulation

In Malaysia, every employment that lasts more than one month needs to be formalized through a written contract. The contract should outline the key features of the employment relationship, such as the place of employment, the nature of the work to be performed, wage rates, holidays, benefits, and any provisions necessary to protect the employee's health and safety. Employment contracts in Malaysia are governed by the Employment Act of 1955 and must be kept by the employer for a minimum of seven years after their expiration date.

Most organization in Malaysia must adhere to certain laws and regulations of federal, state and local governments that relate to employment. Some of the laws and regulations that relate to employment and maintaining a safe work environment are discussed in this section.

If you have a problem related to an employment law or a regulation, you will find that generally the company has someone to whom you can direct the problem. If the problem is not resolved, report it to the closest office of the agency responsible for enforcing the law.



Wages Councils Act 1947

Purpose

Provides for the establishment of Wages Councils and regulation of remuneration and employment conditions for workers in certain circumstances.

Implementation

Implemented in Peninsular Malaysia (1947), Sarawak (1965), and Sabah (1967).

Scope

Applies to workers in specific industries or occupations as determined by the Act.

Impact

Helps ensure fair wages and working conditions for vulnerable workers.



Occupational Safety and Health Act 1994

1

Purpose

To secure the safety, health, and welfare of persons at work and protect others against risks to safety or health in connection with work activities.

2

Establishment

Created the National Council for Occupational Safety and Health.

3

Implementation

Came into effect on February 25, 1994.

4

Scope

Covers various aspects of workplace safety and health across industries.



Workmen's Compensation in Malaysia

Definition

Workmen's compensation is a payment made to an employee or worker (or their dependents) for injury arising out of and in the course of employment or for contracting an occupational disease.

Key Points

- Governed by the Workmen's Compensation Act 1952
- Employers must purchase workmen's compensation insurance
- Applies to foreign workers with specific earnings criteria
- Malaysian workers are covered under the Employees Social Security Act 1969

Pension Rights in Malaysia

1 Constitutional Provision

Pension is the responsibility of the Federal Government under Article 74 9th Schedule, List I, Para 6(d) Federal List.

2 Protection of Pension Rights

Stipulated under Article 147 of the Constitution.

3 Applicable Law

The law in force on the relevant day or any later law not less favorable to the person receiving the award.

4 Scope

Covers pensions, gratuities, and other similar allowances for public service members and their dependents.



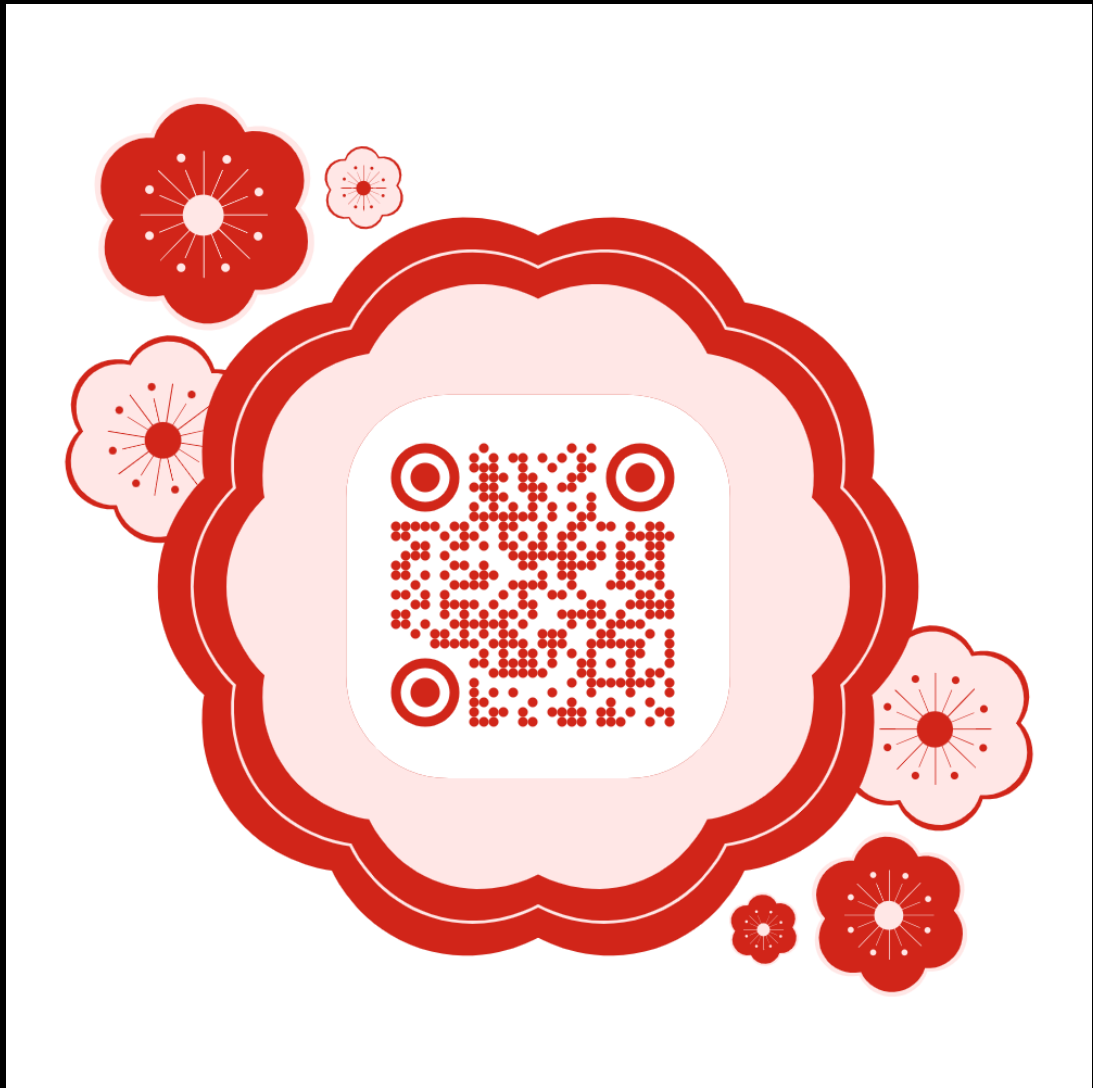


EXERCISE & TUTORIAL

REVIEWING QUESTIONS

1. Differentiate between formal and informal meeting.
2. Explain three responsibilities of a secretary in preparing a teleconference.
3. Discuss five guidelines of an appropriate travel attire.
4. List five important travel safety tips.
5. List and briefly explain two most important documents that a traveller should have before going on a trip.
6. Describe three follow-up activities a traveller may need to complete after returning from a trip.
7. What is the purpose of a passport and visa?
8. Identify five guidelines that will be helpful before conducting the meeting.

**SCAN HERE FOR
MORE QUESTION**



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