

## Office Administration Revision

### Questions

1. What is meant by the term communication?
2. Identity four means of oral communication.
3. Differentiate between an interview and a conference.
4. Give an example when each of the following types of electronic communication maybe used:
  - Telecommunication
  - Teleconferencing
  - Facsimile
5. Explain the term memorandum and when it is used.
6. Explain the main differences between a letter and a memorandum.
7. State the main properties of each of the following types paper:
  - Parchment
  - Bond
  - NCR
8. What are communication barriers?
9. List three barriers to effective communication.
10. Suggest two ways of overcoming each of the barriers you have listed.
11. When selecting communication methods, explain how the following factors will influence your decision:
  - Targeted audience
  - Location
  - Cost
12. State five kinds of information that may be obtained from a telephone directory.
13. Identify the section of the telephone directory that you will use to find the telephone number of each of the following:
  - Ministry of Education
  - Used-car company
  - Your home phone number

**Kindly review and research the following topics for the new term**

**NB: Notes should be written in workbooks**

**SARASWATI VIDYA NIKETAN**

**VYASA PURNIMA TERM 2020**

**LESSON PLAN**

**WEEK 1-2**

**Teacher:** Ishwar Becham

**Subject:** Office Administration

**Topic:** Telephone Services

**Class:** Form 3D-S

**Lesson - 1**

### **SPECIFIC OBJECTIVES**

Based on the content provided, student should be able at the end of the time allocated to have the necessary knowledge of the following areas listed.

- ✓ What are telephone services provided by a telecommunications provider that are utilized in office environment?

### **CONTENT**

**The telephone services are:**

#### **Local, long distance and overseas calls**

**Locals calls** - are calls that are made to subscribers in your own area within the same area code.

**Long distance calls** - are those made to other area codes within the same country.

**International calls** - are preceded by another country code and are more expensive.

### **Station to station, person to person calls**

**Station to station call** – means that you speak to whoever answers at the subscriber's location. If you must speak to one particular person you can book a **person-person call** with the operator. You are only charged when that person responds, which is better for expensive international calls.

### **Collects calls**

Calling 'collect' means you ask the operator to check if the subscriber will pay for the call. If they refuse, the operator ends the connection.

### **Calling waiting**

If you are on a call, the system alerts you when someone else is trying to call you. You ask the current caller to wait while you speak to the new caller.

### **Call forwarding**

This allows you to divert a call to another number, such as sending your home calls to your cellphone.

### **Speed dialing**

You can store your most frequently used numbers as codes in your telephone and enable quick dialing.

### **Caller ID**

This retrieves the caller's identity from the phone memory and displays it to show you who is calling.

### **Phone cards**

Prepaid phone cards enable calls to be paid for in advance rather than in cash or on a bill. You dial the service number and enter a PIN before dialing the number. They are useful for anyone who makes long-distance telephone calls when they are travelling because they do not need cash to make calls, nor do they need to use expensive hotel phones.

### **Electronic top-up machines**

These enable you to increase the credit on a cellphone. You enter your number and the amount you are paying. The machine then communicates the transaction to your CSP and prints a receipt.

### **Cell/mobile phones; text messaging**

Cellphones (or mobile phones) enables you to make and receive calls and text messages when you are away from home. Smartphones enable you to connect to the internet and send emails, though roaming rates for cellphones that are used abroad are high.

**Voice over IP (VOIP)**

This enables you to make calls over the internet. Providers include Skype, MagicTalk and Google Call. Computer-to-computer are usually free, but subscribers can also use the service to make telephone calls at a much-reduced rate.

**SARASWATI VIDYA NIKETAN**

VYASA PURNIMA TERM 2020

LESSON PLAN

WEEK 2-3

**Teacher:** Ishwar Becham

**Subject:** Office Administration

**Topic:** Courier services

**Class:** Form 3D-S

**Lesson -2**

**SPECIFIC OBJECTIVES**

Based on the content provided, student should be able at the end of the time allocated to have the necessary knowledge of the following areas listed.

- ✓ What is meant by the term **courier services**?
- ✓ What are the **types** of courier services used for the dispatching of mails and packages?
- ✓ What is meant by the term **postal services**?
- ✓ What are the **classifications** and **delivery options** for mails?
- ✓ What is meant by the term **Skybox**?

**CONTENT**

**Courier services**

Couriers services are services utilized by organizations or persons for the sending and receiving of mails and packages from one location to the next. It can be within or outside the geographical location of a country.

**Types of courier services**

**Local Couriers** – these are services provided for the sending of mails and packages within the same geographical location, city or country. For example, sending of a mail from Parika to Georgetown.

**Overseas Couriers** – these are services provided for the sending of mails and packages outside different geographical locations, countries and states. For example, the sending of a mail from Guyana to Canada.

**Postal Services**

Postal services are services that are either provided by a governmental department or by a commercial agency for the sending and receiving of mails and packages. They operate under the direction of the Universal Postal Union.

**The classification of mails and delivery options**

<b>Classification of mails</b>		<b>Delivery options</b>	
<b>Express</b>	The fastest but the most costly way of sending mails. All mails are tracked.	<b>Registered</b>	Used for money and valuables. The cost depends upon the value. The item is insured against theft, loss and damage. The recipient must sign on delivery.
<b>Priority</b>	Registered and recorded delivery takes priority over ordinary mails, so it is used for valuable or important items.	<b>Express Delivery</b>	This has priority over other deliveries.
<b>First class</b>	This mail usually arrives the next day, so it is used mainly for correspondence, invoices and small packages.	<b>Recorded Delivery</b>	Used for important documents, such as legal papers, when proof of delivery is required.

<b>Classification of mails</b>	<b>Delivery options</b>
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<b>Standard</b>	The cheapest method. Mail takes 2-3 days to arrive, so it is used for routine items and mailshots.	<b>Poste restante</b>	The mail 'rest' at the name post office until collected by the addressee. If it not collected it is returned to the sender.
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### **Skybox**

This type of service allows persons outside the USA to have purchases delivered to an address in that country. The item is then sent by courier to the purchaser's home address.

# VYASA PURNIMA TERM 2020

## LESSON PLAN

WEEK 3-4

**Teacher:** Ishwar Becham

**Subject:** Office Administration

**Topic:** Courier services

**Class:** Form 3D-S

**Lesson -3**

### **SPECIFIC OBJECTIVES**

Based on the content provided, students should be able at the end of the time allocated to have the necessary knowledge of the following areas listed.

- ✓ What are regulations relating to the sending of money and valuables?
- ✓ What is meant by the term **Parcel post services**?
- ✓ What are the parcel post services available for sending and receiving of mails and parcels?
- ✓ What are the correct procedures for sending and receiving parcels?

### **CONTENT**

#### **The procedures for sending money and other valuables are:**

- ✓ Verify that you are allowed to mail money and valuables to the receiving country.
- ✓ Package cash securely, and seal envelopes and packages immediately.
- ✓ Do not mail coins.
- ✓ Do not indicate that cash is in the envelopes or packages.
- ✓ Insure packages if the options are available.
- ✓ Be aware the risk in sending money.
- ✓ Maintain a register of all mails that contains money.

#### **Parcel post services**

These are services provided by a postal agency for sending packages by mail. The cost is being calculated according to the size, weight and the destination of the packages.

The parcel post services used for sending mails and packages are:

**Certificate of mailing** – a document that provides proof that the item was mailed.

**Collect on delivery** – the recipient pays for the items and mailing costs when the package is delivered.

**Restricted delivery** – the item is delivered to a specified person.

**Signature confirmation** – the agency supplies the sender with the name and signature of the person who collects the item, along with the date and time of delivery.

**Pick-up service** – the item is collected by a postal agent so that the sender does not have to go to the post.

**The correct procedures for sending parcels are:**

- ✓ Ensure that the items are appropriate and not prohibited for mailing.
- ✓ Use correct packaging: strong and suitable materials.
- ✓ The packaging must be neat and clean.
- ✓ Packages must be clearly labelled.

**The correct procedures for receiving parcels are:**

- ✓ Packages must be delivered to the organization or collected at the postal agency.
- ✓ Date and time must be recorded upon receiving, also the sender's name and address.
- ✓ Inspect packages and for signs and tampering. Make records if there are instances.
- ✓ Do not open suspicious packages.

**Questions**

1. Explain the differences between: **NB:** this is a research question
  - Station to station and person to person calls
  - Collect and toll free calls
  - Long distance and overseas calls
2. List four conditions under which a caller may seek operator assistance.
3. What is a conference call?
4. Describe a business situation in which a conference call would be appropriate.
5. What are courier services?
6. What are three advantages of using courier services?
7. Describe three delivery options offered by the postal services.
8. What should you do in each of the following situation:
  - a. Mailing a precious painting to a foreign country
  - b. A damaged packaged has been delivered to your office
  - c. Sending a glass product to a customer
  - d. You receive a package with chemical odor from an unknown sender