

DETAILS SYLLABUS OF Front Office Management

UNIT 1 : Introduction to Office Management

Meaning and Objectives of Office; Functions of Office : Basic Functions, Administrative Management Functions of an Office; Relationship of Office with Other Departments; Position and Role of an Office Manager

UNIT 2 : Office Layout and Environment

Office Layout : Importance of Layout, Principles of Layout, Types of Layout (Open and Private Offices); Location of Office : Choosing an Office Location, Office Building; Office Environment : Working Condition, Lighting, Temperature and Ventilation, Noise; Office Furniture and Equipment

UNIT 3 : Work Flow in Office

Office System– An Overview; Flow of Work : Straight Line Flow of Work; Problems in the Flow of Work; Flow Chart : Office Layout Chart, Flow Process Chart, Management Type Flow Chart, Advantages of Flow Chart

UNIT 4 : Office Organisation

Principles of an Office Organisation; Types of Organisation : Line Organisation, Line and Staff Organisation, Committee Organisation, Functional Organisation; Organisation Chart; Organisation and Office Manual

UNIT 5 : Office Communication

Meaning of Office Communication and its basic Features; Importance of Communication; Process of Communication; Internal and External Communication : Internal Communication, External Communication; Barriers to Communication; Good Communication : Ten Commandments; Mail Services and Organisation of the Mail Section : Handling Inward Mail, Handling Outward Mail; Arrangements with Post Offices and Mechanisation of Mail Service

UNIT 6 : Filing System

Concept and Meaning of Filing; Objectives and Importance of Filing; Classification and Arrangement of Papers for Filing; Methods of Filing : Conventional Method of Filing, Modern Method; Centralized and Decentralized Filing Systems