

## Methodological tool: Office resources

Number of methodological Tool	<b>EUPA_LO_128_M_001</b>
Work Area Code and Title	<b>WA14: Office Effectiveness and Efficiency</b>
Unit Code and Title	<b>4.16 Manage Office Facilities</b>
Learning Outcome Number and Title	<b>LO128: Demonstrate the ability to co-ordinate the use of office resources.</b>
Objective of the methodological tool	After the completion of this activity, participants will be able to: <ol style="list-style-type: none"> <li>1. Demonstrate the ability to co-ordinate the use of office resources</li> <li>2. Generate solutions in case of clashes in effective way</li> </ol>
Approximate Time needed for the completion of this exercise	20 minutes
Individual or group exercise	<input type="checkbox"/> Individual <input checked="" type="checkbox"/> Group
Type of methodological tool	<input checked="" type="checkbox"/> Written exercise <input checked="" type="checkbox"/> Group exercise <input type="checkbox"/> Video analysis <input checked="" type="checkbox"/> Simulation <input type="checkbox"/> Multiple choice <input type="checkbox"/> Group exercise with cards <input type="checkbox"/> Exercise using ICT <input type="checkbox"/> Role play <input checked="" type="checkbox"/> Group discussion <input checked="" type="checkbox"/> Case study <input type="checkbox"/> Creative Group Work
Description of the exercise/Procedure	<p>Divide class to smaller groups, ask them to suggest solutions to the following problems by identifying the immediate action they would take and what would they do to prevent it from happening again</p> <p><b>A,</b> Despite the fact that there is a clear stock control procedure for users, when you carry out a stock audit it is obvious that there is a considerable discrepancy between the amount on the records and the amount on the shelves.</p> <p><b>B,</b> You have just received 5000 new letter headings and spot that the telephone code has a digit missing. When you check the sample copy you were sent, you realise that you did not spot it at the time, but agreed it as correct with the printer.</p> <p><b>C,</b> Your only data projector, which sales staff regularly use for PowerPoint presentations at exhibitions, has stopped working.</p>

	<p><b>D</b>, The painter who was contracted to redecorate the reception area last weekend did not turn up and is not answering his mobile phone.</p> <p>Discuss and share solutions in class</p> <p>Now change the groups and ask them to find solutions to following problems:</p> <p><b>E</b>, The firm next door offers your staff five car parking spaces on their parking area, but you must name the staff who will use them and give the registration numbers for security purposes. There are 18 members of staff with cars in your organisation, all of whom would love a free parking space!</p> <p><b>F</b>, There are two meeting rooms. One holds ten people, needs decorating, is furnished only with a large table and some chairs. The other holds 20 people, overlooks the garden and has state-of-the-art equipment. Everyone always wants to book the second one!</p>
Exercise is accompanied by	N/A
Exercise solution	<p>Suggested solutions:</p> <p><b>A</b>, Check the stock room is kept locked, check existing procedures and who has access, review procedures and inform all users. If necessary instigate a separate ‘emergency supply’ procedure.</p> <p><b>B</b>, With your boss’s agreement insert the missing digit on all pages and use amended letterheads until correct ones are available. Notify supplier now so that the next print run is correct. Your boss may prefer inaccurate letter headings to be scrapped. Improve your own checking skills!</p> <p><b>C</b>, Arrange for it to be repaired, if possible, but also obtain another – with your boss’s agreement – given it is an essential item so having a ‘spare’ is sensible. A short-term solution could be to find out whether you could borrow or hire one.</p> <p><b>D</b>, Check the mobile number is correct and whether there are any other contact numbers/details. Check the date is correct on the documents. If necessary write a letter to say contact must be made by a specific date or the contract will be terminated and send by Special Delivery. Then find a new painter!</p> <p><b>E</b>, Prioritise staff either by seniority or type of job – i.e. those who frequently have to leave the premises and therefore struggle to find a</p>

	<p>parking place when they return. If there is no obvious priority then you could hold a lottery – to be reviewed/re-held every twelve months.</p> <p>F, Prioritise by type or types of people involved (external have precedence over internal), seniority of staff member making booking, number of people attending and reason for meeting. If there is still a conflict consult line manager for advice.</p>
Other comments to the trainer	N/A

