

Methodological tool:

Identify the company policy and recommend improvements

Number of methodological Tool	EUPANEXT_LO_001_M_001
Work Area Code and Title	WA1 Office Procedures
Unit Code and Title	2.1. Handle the Mail
Learning Outcome Number and Title	LO001: Demonstrate ability to describe and follow the procedure through which the organisation handles incoming and outgoing mail.
Objective of the methodological tool	After the completion of this case study, learners will be able to: 1. understand the meaning of the term 'company policy', as far as incoming mail is concerned
Individual or group exercise	<input checked="" type="checkbox"/> Individual <input type="checkbox"/> Group
Type of methodological tool	<input type="checkbox"/> Written exercise <input type="checkbox"/> Video analysis <input 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 type="checkbox"/> Group discussion <input checked="" type="checkbox"/> Case study <input type="checkbox"/> Creative Group Work
Description of the exercise/Procedure	The case study presents a typical working day of a personal assistant. Through this description the learners should be able to understand and describe the company policy regarding the incoming mail. Additionally, they will recommend improvements to this policy.
Exercise is accompanied by	<ul style="list-style-type: none"> • Case Study
Exercise solution	Attached
Other comments to the trainer	
Approximate Time needed for the completion of this exercise	10 min.

Attachments to the Methodological Tools

Case study

Ms Mary Hadson is the office administrator of a pharmaceutical company in Cyprus. It is the 1st September 2011 today, and she has arrived at the office at 07:45, fifteen minutes earlier than usual. The first thing she always does when she arrives is to check the mail, which is usually being delivered to the P.O. Box of the company between 7 and 8 o'clock in the morning.

The P.O. Box is located five minutes on foot from the office. Mary thought she wait a little bit longer before she went, to ensure that the mail will have been delivered by the postman. In the meantime, she opened the electronic mail registry, which is used to record the incoming mail, and she took the stamp out of her drawer.

At around 08:15 Mary went to the P.O. Box to pick up the mail. She picked up 12 envelopes. She came back to the office and skimmed through them to ensure that they are all addressed to the company, and also to spot any private mail. One of the letters was personal and addressed to one of her colleagues, so she put that to the side. There was also a confidential letter addressed to Mary's manager.

Mary opened all of the envelopes, except for the personal and the confidential ones. She stamped them with the appropriate stamp and filled in the details (date received, distributed to, etc.). All stamped items were then copied, and the copies were filed in the 'control of documents' file. She then completed the electronic mail registry. Afterwards, she distributed the mail (as well as the personal envelope).

At nine o'clock, Mary's boss arrived at the office. Mary gave him the confidential letter.

