

## Methodological tool: Handling incoming mail

Number of methodological Tool	EUPANEXT_LO_002_M_001
Work Area Code and Title	WA1 Office Procedures
Unit Code and Title	2.1 Handle the Mail
Learning Outcome Number and Title	LO002: Demonstrate ability to arrange incoming mail appropriately (control of documents, delivery to the right persons, etc.)
Objective of the methodological tool	<p>After the completion of this exercise participants will be able to:</p> <ul style="list-style-type: none"> <li>• Receive, check and sort incoming mail or packages</li> <li>• Identify and deal with unwanted junk mail appropriately</li> <li>• Identify and deal with suspicious items</li> <li>• Appropriately arrange, sort and distribute incoming mail to recipients</li> <li>• Record incoming mail</li> </ul>
Individual or group exercise	<input checked="" type="checkbox"/> Individual <input checked="" type="checkbox"/> Group
Type of methodological tool	<input type="checkbox"/> Written 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 type="checkbox"/> Case study <input type="checkbox"/> Creative Group Work
Description of the exercise/Procedure	<p>Incoming Mail</p> <ol style="list-style-type: none"> <li>1. Participants work in groups of 2-3. They receive 15-16 pieces of incoming mail. Their task is to sort the pieces in groups (they have to figure out on their own what some letters have in common (invitations, invoices, etc.)). Discussion follows on how the group sorted the mail, in which all members of the group are to take part.</li> <li>2. Afterwards, all members of the group discuss how to handle each of the 16 items – whether to distribute it, open or not open it, who should handle the item, and what distribution</li> </ol>

	<p>system is appropriate for different types and sizes of organizations.</p> <ol style="list-style-type: none"> <li>3. Again in small groups, participants have to think of a system that they will use to record the mail. After that, all members of the group will agree on the common system of recording and will develop a recording tool.</li> <li>4. Then, each of the smaller groups will use the recording tool and record the items.</li> <li>5. Finally, the trainer will give each of the smaller groups 3 letters that have been returned from the senders to the office for various reasons, and participants will discuss and decide how to handle them.</li> </ol>
<p>Exercise is accompanied by</p>	<ol style="list-style-type: none"> <li>1. Each group is given sixteen (16) letters which are placed in unsealed envelopes – mail can be created by the trainer or may consist of photocopies of actual letters. To ensure diversity and ability to sort, these are some suggestions:             <ol style="list-style-type: none"> <li>1. Invoice for services</li> <li>2. Invoice for newspaper subscription</li> <li>3. Spam – advance invoice for services or goods not ordered (common spam in Slovakia)</li> <li>4. Magazine – addressed to manager</li> <li>5. Invitation for conference not specifically addressed</li> <li>6. Direct Marketing for Office software</li> <li>7. Electricity Invoice</li> <li>8. Thank you letter addressed specifically to the manager</li> <li>9. Invoice for car insurance - for a very large amount of money</li> <li>10. Daily newspaper</li> <li>11. Invitation for a congress, specifically addressed</li> <li>12. Proposal for services - part of tender</li> <li>13. Bank statement</li> <li>14. Letter that is addressed to a different company (was sent to the wrong company)</li> <li>15. Suspicious package (sender is from abroad, no stamp)</li> <li>16. Confidential letter addressed to the manager</li> </ol> </li> <li>2. Three (3) returned letters             <ol style="list-style-type: none"> <li>1. Address is wrong or invalid</li> <li>2. Recipient refused to accept the mail or pick it up from the post office (related to cases in which the mail has</li> </ol> </li> </ol>

	<p>to be signed or picked up in a limited time from the post office)</p> <p>3. Recipient does not work in this company (wrong name)</p> <p>3. Mail recording system – trainer may use the template for “Log for incoming mail”<sup>1</sup>. The trainer may suggest an Excel sheet and provide participants with an example on how to fill it in properly.</p>
Exercise solution	<p><b><u>Sorting solution</u></b></p> <p>The sorting solution is not important. It is not necessary for the trainer to tell participants how many groups should be created to sort the mail to. He/she should leave it up to them. Therefore, the solutions may vary.</p> <p><b><u>Mail Recording Sheet (in excel or other):</u></b></p> <p>It should contain (at least) these columns:</p> <ul style="list-style-type: none"> <li>○ incremental number of mail</li> <li>○ date received</li> <li>○ if signature is required, then the name of the person who signed the receipt</li> <li>○ recipient name</li> <li>○ sender name</li> <li>○ type (content) or subject</li> <li>○ If directly delivered to someone, was signature required? (especially in the case of couriers)</li> <li>○ whom it has been distributed to (name of person or department name for larger companies)</li> </ul>
Other comments to the trainer	Special attention should be paid on the way participants fill in the recording tool (information should be exact and complete and to the right level of detail).
Approximate Time needed for the completion of this exercise	

<sup>1</sup> In some countries, like Slovakia, this is sold in specialised bookstores and some companies actually use it