

## Methodological tool: Problems with office procedures and admin personnel

Number of methodological Tool	<b>EUPA_LO_130_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>LO130: Demonstrate the ability to ensure that office facilities and equipment are used effectively and efficiently.</b>
Objective of the methodological tool	After the completion of this activity, participants will be able to: <ol style="list-style-type: none"> <li>Supervise and evaluate the routine work of other administration personnel using office systems and procedures</li> <li>Develop autonomously different techniques to improve the use of office equipment</li> </ol>
Approximate Time needed for the completion of this exercise	20 minutes
Individual or group exercise	<input checked="" type="checkbox"/> Individual <input type="checkbox"/> Group
Type of methodological tool	<input checked="" type="checkbox"/> Written exercise <input type="checkbox"/> Group 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 checked="" type="checkbox"/> Group discussion <input checked="" type="checkbox"/> Case study <input type="checkbox"/> Creative Group Work
Description of the exercise/Procedure	<p>This is an individual written exercise.</p> <p>Introduce the learners to those problems and ask them to write the answers.</p> <p>Imagine that you have encountered several problems in your first few weeks in a new job. In this organisation you are the office administrator with two admin assistants who are junior to you.</p> <p>For each problem state what you would do immediately and what improvements you would recommend to the objectives, policies, systems, procedures and values that relate to your role.</p>

Methodological Tool: EUPA\_LO\_130\_M\_001, <Problems with office procedures and admin personnel>

Page | 1

	<p>A, When the phone rings in the office, everyone seems to ignore it except you!</p> <p>B, The two admin assistants regularly talk about other people in the organisation in derogatory terms.</p> <p>C, There is a cupboard full of old umbrellas, scarves and other paraphernalia that has been left in reception over the last few months.</p> <p>D, You have spotted both admin assistants franking personal mail on at least three occasions this week.</p> <p>E, Customers who access the company’s website are offered the opportunity to make contact by email. To your knowledge, no one ever checks or answers these.</p> <p>F, Last week you ran out of envelopes, this week there are no file folders left.</p> <p>Discuss the answers in the class</p>
Exercise is accompanied by	N/A
Exercise solution	<p>Suggested:</p> <p>A, Immediately: Answer it – you want to set a good example. Then check the procedures in place for answering telephone enquiries. If necessary, suggest these are changed with specific targets (e.g. the maximum number of rings before answering) and review job roles and responsibilities in the office.</p> <p>B, Immediately: Talk to them in private about their legal responsibilities. Then check the policies that relate to confidentiality and how staff are informed about their implied terms of employment.</p> <p>C, Immediately: Go through the cupboard and sort the jumble into two piles – for throwing away and giving to a charity shop, depending on its condition. Then set up a proper system for recording and disposing of lost property.</p> <p>D, Immediately: Tell them that this is unacceptable – if necessary keep a supply of stamps in the office that staff can buy in an emergency. Then check the procedures for processing outgoing mail and make sure these include an appropriate statement about personal mail.</p> <p>E, Immediately: Check the email to see whether your suspicions are correct. Then discuss the matter with your boss. The business is losing valuable potential business and a proper system for answering these emails promptly is required.</p> <p>F, Immediately: Call your supplier asking for an urgent delivery. Then check the stock control system in operation to find out why it isn’t working – or set up one if none exists.</p>

Other comments to the trainer	N/A
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