

Course Objectives/Course Outline
Spokane Community College

Course Title: Office Procedures
Prefix and Course Number: BT 231

Course Learning Outcomes:

By the end of this course, a student should be able to:

- Perform the duties of a receptionist, including meeting and greeting visitors
- Demonstrate the use of a multi-function copier
- Demonstrate professional business telephone techniques
- Apply ARMA rules to perform document filing; describe filing systems and supplies
- Organize and schedule meetings, conferences and business travel
- Demonstrate the ability to make appropriate selections of office equipment
- Use clear, correct, and professional oral and written communications in the office
- Develop and use positive interpersonal skills to increase effectiveness on the job
- Demonstrate punctuality and responsibility in all aspects of your professional life
- Demonstrate soft skills desired in today's workplace

Course Outline:

- I. Careers in Office Administration
- II. Telephone, Communication, and Customer Service Skills
- III. Proofreading Techniques
- IV. Internet Resources
- V. Mail Services
- VI. Travel Planning
 - A. Internet Research
 - B. Itineraries
- VII. Selection and use of office equipment
- VIII. Electronic Calendaring and time management
- IX. Business meetings
 - A. Basic parliamentary procedure
 - B. Agendas and minutes