

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

Course Outline: SECRETARIAL CENTRE

Code No.: SPR 125-2

Program: OFFICE ADMINISTRATION

Semester: *ML.*

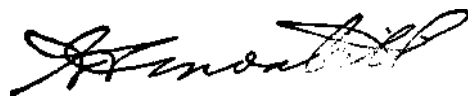
Date: SFPTFMBFR. 1977

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New:

Revision: X

APPROVED:



Chairperson

Date

SECRETARIAL CENTRE - Guidelines

Mr. Monteith's Office - A212
Secretarial Centre - A213

1. Hours - 9:00 a.m. to 5:00 p.m.
 - Monday to Friday
 - one 15-minute break in a.m.
 - one 15-minute break in p.m.

There must be someone in the Secretarial Centre at all time; therefore, student: must have staggered breaks and lunch hours as follows:

| | |
|-------------------|--|
| Receptionist | - (a) break - 10 a.m. lunch - 11:30 a.m. - 12:30 p.m. break - 3 p.m. |
| Chairman's Office | (b) break - 10:15 a.m. lunch - 12:00 - 1:00 p.m. break - 3:15 p.m. |
| Typists | (c) break - 10:30 a.m. lunch - 12:30 - 1:30 p.m. break - 3:30 p.m. |
| Mag Card Operator | (d) break - 10:00 a.m. lunch - 12:00 - 1:00 p.m. break - 3:00 p.m. |

3. If sick or for a legitimate reason, cannot report on scheduled day, students are asked to inform technician (office manager) at telephone number: 949-2050, extension 249.
4. Appropriate dress must be worn when working in the Chairman's Office or Secretarial Centre. (NO BLUE JEANS)
5. Following are routine office duties for:
 - (a) Receptionist - answer telephone - take messages accurately etc.
 - assist clients in preparation of work order forms
 - advise clients of turnaround time
 - make coffee and report if supplies need to be replenished - wash out
 - (b) Typist check paper supply first thing in morning and if supplies low must obtain more from Central Stores typing delegated by receptionist and/or technician
 - (c) Chairman's Office secretarial duties to Chairman
 - receptionist duties, answering phone
 - taking shorthand and/or dictaphone and transcribing
 - filing, preparation of student status change forms

SECRETARIAL CENTRE - Guidelines

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6. Students will be allowed to attend writing of tests upon receipt of note from instructor giving test, (forms available from technician)
7. An extra copy of all the work you do must be made and given to the technician at the end of each day.
8. Mag Card operators will be required to hand in work to the technician on a daily basis.
9. If phone rings at Chairman's extension 247 more than three times the receptionist in the Secretarial Centre answers.
10. Students not scheduled in the Secretarial Centre are not permitted to use the phone and no personal calls are permitted.
11. Students will spend one week on Mag Card and one week either in Chairman's office or Secretarial Centre as receptionist or typist.
12. Students will be evaluated as per the attached evaluation form.
13. Receiving and issuing of work done is very important and students receiving and issuing the work must make sure that the job is entered in the job book.

SECRETARIAL CENTRE

Reference Material: regular class textbooks
Nine to Five Bulletin
Managements Guide to WP
Word Processing - Konkel

General Objectives:

1. Give each secretarial student the opportunity of working in an office situation (where atmosphere is quite different from the classroom).
2. Students will be expected to use their skills and judgment and to produce the same high-quality work as expected in a business office.
3. Students expected to exercise confidentiality concerning their all work.
4. Put to use their secretarial skills, i.e. shorthand, typing, general office procedures, filing, telephone techniques.
5. Develop the proper attitude and good work habits necessary in order to be successful in business.

Specific Objectives:

1. Take shorthand when required and transcribe notes with speed and accuracy to produce MAILABLE COPY (must be 100% accurate).
2. Type and reproduce work accurately, economically and rapidly.
3. Develop good phone mannerism as well as operation of phone and intercom.
4. Use own initiative and judgment to maximum.
5. Be able to work under pressure.

SECRETARIAL CENTRE EVALUATION FORM

Student's Name:

Class:

| | Poor | Average | Good | Excellent | Comments |
|-------------------|------|---------|------|-----------|----------|
| Punctuality | | | | | |
| Personal Grooming | | | | | |
| Interest | | | | | |
| Attitude | | | | | |
| Organization | | | | | |
| Initiative | | - | | | |
| "Dependability | . | | | | |
| Judgment | | | | | / |
| Co-operation | | | | | |
| Quality of Work | | | | | |
| Quantity of Work | | | | | |