

Office Operations

Course title & Code	Credits	Credit distribution of the course			Eligibility criteria	Pre-requisite of the course (if any)
		Lecture	Tutorial	Practical/ Practice		
Office Operations	4	3	1	0	Pass in Class XII	NIL

Learning Objectives:

The course aims to acquaint students with the operations of office including front office, middle office and back office.

Learning Outcomes:

After completion of the course, learners will be able to:

1. Demonstrate the fundamentals of office operations.
2. Analyse the day-to-day workings of office.
3. Interpret front office and back-office tasks.
4. Examine the role of secretary in offices.
5. Summarize various office operations.

Course Contents:

Unit 1: Fundamentals of front office operations and Front Office Management (18 hours)

Structure of Front Office Department: Functional Organization of Front office, Front Desk Layout and Equipment; Front office operations in the context of Hospitality: Accommodation facilities, Handle Reservation activities, dealing with Guests and Colleagues, Personal Care and Safety. Front Office Procedures and Systems, Planning and evaluating operations, Accounting and Auditing, Customer service techniques for front office employees, Supervision and Management in the front office.

Unit 2: Middle Office Operations (9 hours)

Managerial functions: Planning, Organising, Directing, Motivation, Controlling and Supervision of different activities, Office Manager as an Administrator, Advisor and Public Relations officer.

Unit 3: Back Office Operations (9 hours)

Supervision and Administration: Human resources, accounting and revenue-generation role. Filing, Indexing and record management operations, office recruitments and promotion procedures. Gathering and processing. Mail data offline /online to assist the front office team.

Unit 4: Role of Executive Secretary in Office Operation (9 hours)

Secretary in front office – mainly client facing roles, attending phone calls, maintenance of appointment diary. Taking dictation, drafting of letters, fax messages, sending and receiving emails, notice of the meeting, proceedings of agenda and minutes of the meeting Use of Modern technology and Office Communication, mail, voice mail, multi-media, video conferencing, virtual meetings.

Exercises:

The learners are required to:

1. Strengthen their knowledge of the latest office operations.
2. Learn equipment used but also adopt special methods to be used.
3. Learn how to run an office in a congenial environment.
4. Discuss the equipment to be used in the office.
5. Learn the various office operations being adopted.

Suggested Readings:

- Andrews, S., Front Office Manual Tata McGraw Hill (India).
- Bardi, J. Front Office Management, Willy and Sons.
- Bhatia, R.C. (2019) Office Management – Galgotia Publishers, New Delhi.
- Chopra R.K (2009), Office Management, Himalaya Publishing House. New Delhi.
- Duggal, B (1989), Office Management & Commercial Correspondence, Kitab Mahal, (India).
- Ghosh, P.K. (2010) Office Management, Sultan Chand & Sons, New Delhi.
- Kasavana & Brooks (2009), Managing Front office Operations.
- Krishnamurthy S. (2013), Office Management, S.Chand Publications (India).
- Pillai, R.S.N and Bagavathi (2008), Office Management, S. Chand & Company Ltd, New Delhi.

Note: Suggested readings will be updated by the Department of Commerce and uploaded on Department's website.