

**Course Outline**  
**OFAD 210**  
**Office Practice and Procedures**  
**3 Semester Hours**

**The Community College of Baltimore County**

**Description**

Office Practice and Procedures

Emphasizes the study and practice of a variety of office skills such as telephone techniques, mail handling, and travel arrangements; examines human relations concepts, resume preparation, and effective interview techniques.

Prerequisite: ENGL 052, OFAD 226 or OFAD 228

**Overall Course Objectives.**

Upon completion of this course the student will be able to:

1. Describe the office professional's role and responsibilities.
2. Make career choices, plan for getting the right position, and plan for promotions and moving up the career ladder.
3. Describe the use and purpose of computers in the electronic office.
4. Identify and select appropriate software for the office setting.
5. Develop effective communications and listening skills.
6. Develop strong work ethics.
7. Use good telephone techniques.
8. Write effective business communications.
9. Develop effective techniques for greeting office callers.
10. Prepare for business meetings and conferences.
11. Make travel arrangements.
12. Select appropriate mailing and shipping services.
13. Manage stress and time.
14. Develop effective leadership and management skills.

## **Major Topics**

1. Computerized office
2. Telephone techniques
3. Communication in an automated office
4. Business meetings and conferences
5. Travel arrangements
6. Delivery services for shipping
7. Handling mail
8. Time management
9. Stress management
10. Use of the Internet to perform office functions
11. Correct formats for all business communications

## **Course Requirements**

Final grades will be computed as follows:

<u>Evaluation</u>	<u>Point Value</u>
Examinations (3)	300
Office Tasks	200
Internet Assignments	<u>100</u>
	600

Final letter grades (based on total points earned) will be awarded as follows:

540 – 600 = A  
480 – 539 = B  
420 – 479 = C  
360 – 419 = D  
Below 360 = F

## **Other Course Information**