



REPUBLIC OF KENYA

LEARNING GUIDE

FOR

OFFICE ASSISTANT

LEVEL 4



TVET CDACC
P.O. BOX 15745-00100
NAIROBI

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FOREWORD

The provision of quality education and training is fundamental to the Government's overall strategy for social economic development. Quality education and training will contribute to achievement of Kenya's development blue print and sustainable development goals. Reforms in education are necessary to align the sector to the provisions of the Constitution of Kenya 2010. This triggered the formulation of the Policy Framework on "Reforming Education and Training in Kenya" (Sessional Paper No. 1 of 2019). A key provision of this policy is the radical change in the design, development and delivery of Technical and Vocational Education and Training (TVET) which is the key to unlocking the country's potential for industrialization. This policy requires that training in TVET be Competency Based, Curriculum development be industry led, certification be based on demonstration of competence and that mode of delivery allows for multiple entry and exit in TVET programs.

The State Department for Vocational and Technical Training (VTT) has a responsibility of facilitating the process of inculcating knowledge, skills and attitudes necessary for catapulting the nation to a globally competitive country, hence the paradigm shift to embrace Competency Based Education and Training (CBET) to address the mismatch between skills acquired through training and skills needed by industry as well as increase the global competitiveness of Kenyan labor force. The Technical and Vocational Education and Training Act No. 29 of 2013 and the Sessional Paper No. 1 of 2019 on Reforming Education and Training in Kenya, emphasizes the need to reform curriculum development, assessment and certification to respond to the unique needs of the industry.

This learning guide has been developed to support the implementation of CBET curriculum in Office Assistant level 4 and is intended to guide the trainee through the learning process. It is my conviction that this learning guide will play a critical role towards supporting the development of competent human resource for Office Administrator sector's growth and sustainable development.

**PRINCIPAL SECRETARY, VOCATIONAL AND TECHNICAL TRAINING
MINISTRY OF EDUCATION**

PREFACE

Kenya Vision 2030 is anticipated to transform the country into a newly industrializing, “middle-income country providing a high-quality life to all its citizens by the year 2030”. The Sustainable Development Goals (SDGs) number four that focuses on inclusive and equitable quality education and promotion of lifelong learning for all, further affirm that education and training is an important driver to economic development for any country. Kenya intends to create a globally competitive and adaptive human resource base to meet the requirements of a rapidly industrializing economy.

TVET CDACC have the responsibility of facilitating the process of inculcating knowledge, skills and attitudes necessary for catapulting the nation to a globally competitive country, hence the paradigm shift to embrace Competency Based Education and Training (CBET) to address the mismatch between skills acquired through training and skills needed by industry as well as increase the global competitiveness of Kenyan labor force. The Technical and Vocational Education and Training Act No. 29 of 2013 and the Sessional Paper No. 1 of 2019 on Reforming Education and Training in Kenya, emphasizes the need to reform curriculum development, assessment and certification to respond to the unique needs of the industry.

To effectively implement CBET curriculum in Office Assistant Level 4, this learning guide has been designed and organized with clear interactive learning activities for each learning outcome of every unit of learning. The guide further provides information sheet, self-assessment items, tools, equipment, supplies, and materials necessary for the particular learning outcome. This is aimed at imparting the relevant knowledge, requisite skills and the right attitude for work.

I am grateful to the trainers involved in the development of this learning guide.

Prof. CHARLES M. M. ONDIEKI, PhD, FIET (K), Con. Eng Tech.
CHAIRMAN, TVET CDACC

ACKNOWLEDGEMENT

This learning guide has been designed and developed to support the implementation of Competency Based Education and Training (CBET) curricula in Kenya. The learning guide is intended to support learning by providing practical and theoretical learning activities, simplified content and self-assessment items to guide the trainee in the learning process.

I recognize with appreciation the critical role of trainers in developing this learning guide and ensuring its alignment with National Occupational Standards (OS) and CBET curriculum. I am convinced that this learning guide will support trainees' acquisition of knowledge, skills and right attitude needed for work in the Business Administrator sector.

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COUNCIL SECRETARY/CEO
TVET CDACC

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ABBREVIATIONS AND ACRONYMS

CBET	Competency Based Education and Training
CDACC	Curriculum Development, Assessment and Certification Council
OS	Occupational Standards
OSH	Occupational Safety and Health
TVET	Technical and Vocational Education and Training

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BACKGROUND INFORMATION

This learning guide will enable the trainee to acquire competencies to undertake various processes in Office Assistant Level 4. It provides practical and theoretical learning activities, simplified content, illustrations and self-assessment items to guide the trainee in the learning process. It also provides links and references for further reading.

Layout of the Trainee Guide

Performance standards: These are obtained from the performance criteria statements in the related unit of competency of the Occupational Standards (OS).

Information Sheet: This section covers information relating to the specific learning outcome. This information should include but not limited to meaning of terms, methods, processes/ procedures/ guidelines, Illustrations (photographs, pictures, videos, charts, plans, digital content links, simulations links) and case studies. This section also provides additional information sources relevant to the learning outcome e.g. books, web links.

Learning activities: This section covers practical activities related to the Performance Criteria statements, Knowledge in relation to Performance Criteria as given under content in the curriculum Special instructions related to learning activities.

Self-Assessment: This section must be related to the Performance Criteria, Required Knowledge and Skills in the Occupational Standards. This section requires the trainee to evaluate their acquisition of skills, knowledge and attitude in relation to the learning outcome. A variety of assessment items such as written and practical tests which emphasizes on the application of knowledge, skills and attitude is recommended.

The self-assessment items should be valid, relevant and comprehensive to the level of qualification in the learning outcome.

Tools, equipment, materials and supplies: This section should provide for the requirements of the learning outcome in terms of tools, equipment, supplies and materials. The section should be adequate, relevant and comprehensive for the learning outcome.

References: Information sources should be quoted and presented as required in the APA format

The units of learning covered in this learning guide are as presented in the table below:

Table 1 Core Units of Competency

Unit of Learning Code	Unit of Learning Title
Unit Code	Unit Title
BUS/CU/OA/CR/01/4/A	OFFICE CORRESPONDENCE
BUS/CU/OA/CR/02/4/A	OFFICE ERRANDS
BUS/CU/OA/CR/03/4/A	CUSTOMER CARE
BUS/CU/OA/CR/04/4/A	OFFICE RECORDS
BUS/CU/OA/CR/05/4/A	OFFICE FACILITIES MAINTENANCE

CHAPTER 1: OFFICE CORRESPONDENCE

Unit of learning code: BUS/CU/OA/CR/01/4/A

Related Unit of Competency in Occupational Standard: Handle Office Correspondence

1.1 Introduction to the unit of learning:

This unit covers the competencies required to handle office correspondence. It involves receiving, recording, sorting and distributing incoming, out-going and electronic correspondence.

1.2 Summary of Learning Outcomes

1. Receive, record, sort and distribute in-coming correspondence
2. Collect, record, sort and dispatch out-going correspondence
3. Receive, sort, print and distribute in-coming e- correspondence

1.2.1 Learning Outcome 1: Receive, record, sort and distribute in-coming correspondence

1.2.1.1 Introduction to the learning outcome

This outcome describes the competencies required to handle incoming office correspondence, receiving incoming correspondence and recording them, sorting and distributing them and identifying misdirected correspondence.

1.2.1.2 Performance Standard

1. Incoming Office correspondence are collected as per standard operating procedures and organization policy
2. Incoming correspondence are received and recorded as per organization policy
3. Incoming correspondence are sorted and distributed as per workplace policy
4. Misdirected correspondence are identified and re-routed as per workplace policy and Standard operating procedures (SOPs)

1.2.1.3 Information Sheet

Definitions of Terms

Incoming Correspondence: This is the correspondence that an organization received from outside.

Correspondence: It is any written or digital communication exchanged by two or more parties. They may come in form of letters, emails, text messages and notes.

Circulation slip: It is a list which shows the order in which the correspondence should circulate.

Personal correspondence: It is any communication addressed to a specific name. It is also known as private or confidential correspondence.

Business Mail: The letters addressed to the company

Inward Mail Register: This is the register or book where all non-personal incoming mail is recorded which indicates particulars such as date of receipt, addressor, and addressee subject and to whom it is issued.

Classification of Office Correspondence

Office correspondence can be classified into two:

- Personal correspondence
- Business Mail

Mails may be divided into three parts namely:

- Incoming Mail
- Outgoing Mail
- Inter-departmental Mail (within the department)

Types of Office Correspondence

- Correspondence may be external and internal. External correspondence is that between the organizations and the outsiders e.g. other firms, organizations and companies. This means that all the letters received from and sent out to other firms will be considered as external correspondence.
- Internal correspondence means the correspondence is between the departments of the company, branches and head office of the same organization.

Incoming Mail

This section handles all the correspondence coming to an organization. A well designed procedure should be followed for proper handling of mails

Steps of Handling Incoming Mail

Collection

Most businesses received at least two mail deliveries from the post office on daily basis. For large organizations, they may collect their mails at regular intervals throughout the day for the purpose of distributing the workload evenly throughout the day among the personnel.

This eases the work even during peak hours. Mails may be collected from the post office by any of the following personnel:

- Office Messenger
- The driver who may pass through the post office as he undertakes other office duties.
- The mail van that is usually assigned the work.

Sorting

All letters should be sorted which should be guided by the following rules:

- Sort out mail into personal and non-personal mails. Personal mails are those addressed to a specific name while non personal are those mails addressed to the company.
- The personal mail should be sorted into respective departments where a respective individual work in. The letters should be ready for distribution at this stage.
- Non-personal letters should be sorted in the following order:
 - (i) Remittances such as cash, cheques, postal and money orders.
 - (ii) Confidential letters
 - (iii) Materials or letters that require immediate attention
 - (iv) Routine mail

Recording Inward Mail

In small departments, a book may be kept to record all incoming mail. This may not be the case in other organizations but they record at least those letters with enclosures such as cash or cheques. It is important to record non-personal mail in the inward mail register and all remittances in the remittance inward book. It indicates the date of receipt, addressor, addressee, subject and to whom it is addressed.

Inward Register Mail

Table 2 Inward Register Mail

DATE	ADDRESER	ADDRESSEE	SUBJECT	TO WHOM IT IS ISSUED TO

Remittances Inward Book

This is the book where the receipt of stamps, postal orders, money orders and cheques are usually recorded. It contains details such as: date, sender, method of payment (cheques) amount, cashier's signature, opener initials and total for the day.

Remittances Inward Book

Table 3 Remittances Inward Book

DATE	SENDER	METHOD OF PAYMENT	AMOUNT	CASHIER'S SIGNATURE
		Daily Total		
OPENER'S INITIALS.....				

When handling remittances, the personnel handling them should ensure the following rules are observed:

- Documentary amount should be compared with the remittances received.
- In case of any discrepancies, it should be reported immediately.
- The cashier should sign remittance inward book to confirm receipt of such payments.
- The cashier should sign for postage stamps after which they should be forwarded to the post department for use.

Removal of Contents From an Incoming Mail

Once the non-personal mail is opened, the contents should be removed from the envelopes. Contents include the letter itself and enclosures if any. The following rules should be observed in the removal of contents.

- Make sure the table is clean. This will help one not to mix the contents.
- Handle one letter at a time
- After removing the contents from the envelope pass it in front of light to make sure that no enclosure is not overlooked
- Use paper clips or staples to secure enclosures to their accompanying letters.
- If you notice that an envelope is missing, recheck the envelope and if one cannot find it, note it on the letter.
- Sort the letters together with their enclosures into first bunch or second bunch.

Distributing of Incoming Mail

At regular intervals, messengers are required to clear the sorting racks and trays and deliver the mails to various departments, sections and offices. For faster distribution, the following rules should be followed:

- Read and check the text of all recorded and date stamped letters in order to decide to whom it will be delivered.
- Send all the remittance to the cashier
- Route orders to the sales department
- Send application letters to the personnel department
- Send salary claims to the salaries and wages department
- Refer quotations and estimates to the purchasing department
- If the matter is to be dealt with by many officers, one can prepare a circulation slip.

Circulation Slip

Table 4 Circulation Slip

Circulation Slip Title.....		
Please read the attached document and pass it on to the next person listed		
Name	Date cleared	Action taken
Received by Mail Department and circulated on:		

Handling Incoming Confidential Documents

- (a) Confidential documents mean any document which contains any trade secret, sensitive information or private financial information pertaining to any party.
- (b) The correspondence should be well labeled; confidential.
- (c) Limit access to any unauthorized person to the offices with confidential information
- (d) The correspondence marked personal or confidential and addressed to an officer should not be opened and should be passed on to the addressee immediately.

Security of Incoming Office Correspondence

- (a) Train employees on the importance of correspondence security. Employees should be trained to handle confidential correspondence with care and to respect the sensitivity. They should protect correspondence and share the information only to those who need to know.
- (b) Place confidential correspondence in a folder so that they are not visible to onlookers.
- (c) The mail clerk officers should position their desk in such a way that visitors in the office will not be able to read confidential documents while they are being processed.
- (d) The correspondence should be kept in lockable facilities and employees should be trained in locking away office correspondence and check that they are safe.
- (e) The organization should be careful to limit access to the incoming correspondence to only those employees authorized to handle the documents.
- (f) In case an organization wish to destroy an incoming correspondence, ensure that they are destroyed by shredding or use of incinerator.

Misdirected Correspondences

Misdirection of correspondences may happen if the mail comes to the right address but addressed to someone who does not work in that specific organization. The mail should be delivered back to the delivery person or returned to the post office. If it has the sender's address, the addresses used should be cancelled and addressed back to the sender.

1.1.1.1. Learning Activities

Practical Activities

The following correspondence was received in the morning's mail. State what action would need to be taken to deal with the following situations connected with incoming mail?

- (a) Documents which have been received without their accompanying enclosures
- (b) Postal packet which have not been stamped by the sender
- (c) A letter which is for the attention of more than one person.
- (d) Items which have been damaged because of poor packing by the sender
- (e) An envelope which is marked URGENT for the attention of F. Ndwiga

Practical Activity

The following tools and equipment shall be required during the practical

- A room with a table
- Mail register
- Envelope opener
- Folder
- In – tray
- Dust mask
- A mail bag with the following incoming mail
- Confidential mail
- General correspondence for all the organizations departments company
- Urgent letter to the director
- Misdirected mail meant for a different company.

Required: receive the mail bag; record, sort and distribute the correspondence.

1.2.1.4 Self-Assessment

- As a mail clerk, you will be expected to receive many mails in your organization. Which six steps would you take to handle these mails.
- John has been engaged in the central mail room. What duties should he undertake?
- An office receptionist may receive correspondence from the registry office. One is supposed to stamp the mails upon receiving them. What effects would an organization experience if the dates were not stamped on the correspondences.
- As an executive assistant you discovered that your assistant keeps sorting mails in the wrong manner what are three demerits would an organization get from this.
- Mary is an office administrator trainee who has come for a three months attachment in your firm. What three categories of mails will you induct her on?
- You work as a receptionist in tropical limited, you have received different types of mails that need to be sorted, which three ways you would use to sort these mails?
- Organizations handle many correspondences in their office. Jane is a newly employed office administrator; she received mails from Mwega Company. Advise her on the three things to consider when recording these mails?
- A correspondence may require attention of more than one officer. In such a situation, a circulation slip is prepared. What contents are found in the circulation slip?

1.2.1.5 Tools, Equipment, Supplies and Materials

The following resources are provided

- Computers
- Stationery
- Telephone

- Calculator
- Paper punch
- Photo copier
- Printer
- Stapler
- Envelope opener
- Franking machine
- Staple remover
- Paper shredder
- Guillotine machine
- Scanner
- Folders
- Weighing machine
- Office furniture
- In -tray
- Out-tray
- Cleaning tools
- Dust masks

1.2.1.6 References

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Saleem, N. A., (2008) Office Organization and Practice Simplified. Saleem publications Ltd Print well Industries

Responses to Self-Assessment

1. As a mail clerk, you will be expected to receive many mails in your organization. Which six steps would you take to handle these mails?

- A. Collecting the mails.
- B. Sorting the mails.
- C. Recording the mails.
- D. Stamping the mails.
- E. Dispatching the mail.

2. John has been engaged in the central mail room. What duties should he undertake?

- A. Collects and posts the mails.
- B. Takes parcels to carrier dispatch mails.
- C. Collects files from the registry.

- D. Date stamp the letters upon receipt
3. **An office receptionist may receive correspondence from the registry office. One is supposed to stamp the mails upon receiving them. What effects would an organization experience if the dates were not stamped on the correspondences.**
- A. Mail will not indicate the accurate date it was received.
 - B. Urgent mails will not be urgently handled.
 - C. It leads to in effective communication.
 - D. Delay in meeting targets and timelines.
4. **As an executive assistant you discovered that your assistant keeps sorting mails in the wrong manner what are three demerits would an organization get from this.**
- A. Misplacement of mails.
 - B. Misfiling
 - C. Inconvenience
 - D. Time wastage
 - E. Poor image of the organization
5. **Mary is an office administrator trainee who has come for a three months attachment in your firm. What three categories of mails will you induct him on?**
- A. In coming mails
 - B. Outgoing mails
 - C. Electronic mails
 - D. Letters with special marks (personal, for the attention)
6. **You work as a receptionist in tropical limited, you have received different types of mails that need to be sorted, which three ways you would use to sort these mails?**
- A. Confidential
 - B. Urgent
 - C. Very urgent
 - D. Personal
7. **Organizations handle many correspondences in their office. Jane is a newly employed office administrator, she received mails from Mwega company. Advise her on the three things to consider when recording these mails?**
- A. Date
 - B. Reference number
 - C. Subject
 - D. The person to whom the letter is addressed to.
8. **A correspondence may require attention of more than one officer. In such a situation, a circulation slip is prepared. What contents are found in the circulation slip?**
- A. Name of the officers
 - B. Date the document was circulated
 - C. Action taken

- D. The department distributing the slip
- E. The name of the slip

1.2.2 Learning Outcome 2: Collect, record, sort and dispatch out-going correspondence

1.2.2.1 Introduction to the learning outcome

This unit covers the competencies required to handle outgoing correspondence, recording out-going mail, sorting and dispatching them

1.2.2.2 Performance Standard

- 2.1 Out-going correspondence are collected as per organization policy
- 2.2 Out-going correspondence are recorded as per organization policy
- 2.3 Out-going correspondence are sorted and dispatched as per workplace policy

1.2.2.3 Information Sheet

Definitions of Terms

Outgoing correspondence: This is the correspondence that is sent out by an organization.

Mail: It is incoming or outgoing letters.

Mailing: It is the process of receiving and sending letters to any organization.

First class mail: This is a mail which is given first priority by the post office as it reaches its destination within twenty four hours and its charged more.

Airmail: This is where letters or parcels are sent by aircraft.

Registered mail: It is a service offered by the Post Office for sending valuable information and documents.

Recorded mail: This is a service for the correspondent who requires not only proof of posting but if necessary proof of delivery.

Enclosures: These are additional items that are included in the letters.

Out-Going Mail

It is important that organizations ensure that any mail should leave the office as soon as possible in order to achieve the desired results of sending them.

Steps in Handling Out-Going Mail

Collection

In small organizations, specific personnel may be given the responsibility for collecting the signed letters, inserting the enclosures, folding, sealing, weighing and posting. In large organizations, the exercise is centralized in a mailing room. In such a scenario, the messenger is required to go round the offices collecting mail from departmental boxes. The secretary is supposed to fold, inserting letters and enclosures in their envelopes after she is through with typing.

Mails should be collected at regular intervals that should be strictly adhered to encourage steady flow of mail all day long. For it to happen, the departmental heads and section heads should sign the letters immediately they are typed by their respective secretaries.

A mail is supposed to be sent to the mail office open and not sealed unless it is confidential. This is done to safeguard against staff members sending their personal letters through office on the expense of the firm. In case an envelope may require special attention, a suitable note should be made at the top of the envelope for guidance of the mail office staff.

Sorting

After collection, the mail is taken to central mail room where sorting is done according to:-

- (i) First class mail
- (ii) Airmail
- (iii) Combination mailing (letters and parcels are mailed together)
- (iv) Special service items
- (v) International mail
- (vi) Parcel Post

When sorting mails, one should arrange the envelopes on the trays so that all addresses face forward and read from left to right. Once the mails are categorized, bundle them together using mailing bands.

Folding and Inserting

In case the letters have not been folded at the departmental level from which they originate, the personnel in the mail room should fold the letters neatly. This is common more so if there are a bunch of form letters or circulars to send out. The style of folding will depend on the size of envelope.

Addressing

Unless window envelopes are used, the secretary should address the envelope as soon as she finishes typing the letter. In cases where circulars or any other correspondence are to be sent as a batch, it is important to address them from a central mail room. They can be written by free handwriting on the envelopes or typing them using the addressing machine.

Sealing

This can be done by hands or by automatic dealing machines. Hand sealing machine is used where an organization is small and has few letters to handle. For the automatic sealing machine, it is appropriate when organization has a large quantity of outgoing mails. The machine moistens and seals the flaps of envelopes and wrappers automatically even with contents enclosed.

Weighing

In order to determine the amount of postage required, the letters or parcels are weighed. This is done by use of a scale. Once weighed, the amount of postage required should be noted with a pencil on the place where the stamp will be fixed. The letters are then stamped ready for posting

Recording

Once the stamping is done, the letters should be sorted such that those that will be delivered within town a messenger may be sent. Those being posted should be recorded in the outward mail book. It records brief details of the addressee, nature of document and postage.

In case of registered and express mails, they should be taken to the post office and proper receipts should be obtained.

Delivering Mails to Mail Office

1. There should be a person assigned the duty of collecting the outgoing mails from the various departments to the mail office.
2. There should be fixed timing for delivery of mail to the mail office.
3. It should be made aware of those concerned with collection of mail, the places where to find them which should be in out-trays.
4. The mails should be sent to the mail office open not sealed except for the confidential ones.
5. If any envelope is to be given special attention e.g to be sent by registered, it should be noted

Preparing Mail for Dispatch

Once the mail is collected, it is handled by the staff assigned to do the job. All the letters received should be checked to ensure that they are signed and whether they have enclosures if it had been stated in the letter. They should be matched to their correct corresponding envelopes. They should be folded and placed in envelopes. Once this is done, the envelope should be sealed. They are then weighed for correct postage and the amount used is noted.

A book is used to record brief details of the addressee, nature of document and postage used in the letters.

Outgoing Correspondence Distribution Channels

- (a) A worker from each department comes to the mail room to pick up the department's Mail
- (b) A mail room employee carries the mail in a basket from the mail room to the departments
- (c) An automated delivery system transport mail to the various departments.
- (d) A courier services may be employed for delivery of the mails

Factors to Consider When Determining Method Of Distributing

Outgoing Mail Correspondence

- **Speed:** Speed is an important factor when the message is urgent. Use a method that is faster in case you want the mail is of urgent in nature.
- **Cost:** The cost incurred in distributing correspondence tend vary from one method to another. The cost incurred should be within the budget of an organization.
- **Confidentiality:** Some messages are quite confidential and are intended for a certain person only. Where confidential messages are involved, appropriate methods should be used e.g. registered mail
- **Distance:** The geographical gap between the sender and recipient is very important in determining method of distributing outgoing mail. If the recipient is within reach, then a messenger can be sent to deliver the correspondence but if they are far, then a courier service van may be used.
- **Reliability:** This is the assurance that the message will reach the intended person at the right time. A messenger can be most appropriate to deliver such kind of a correspondence because there is guarantee that it will reach the right person.

Filing Correspondence

The filing process starts immediately after the recording of outgoing letter is over. If the letter which has been received in the office does not require reply, it is then filed.

If an incoming letter demands reply, the reply has to be drafted. Immediately frame a draft for reply. Get it approved by the competent authority. Once it is approved get the letters typed and get it endorsed by the competent authority.

Once the reply is drafted, noted, coded and sent to the dispatch section for onward process, the letter is filed.

File the letter incoming and the reply letter in the corresponding file and number the pages filed serially.

Storing Office Correspondence

Maintenance of the office correspondence starts either with receiving the official letter and filing them in the proper file or sending a letter out of office or sending a letter to some other department and maintaining a copy of it in the file. The office staff needs to know how files will be achieved in order to minimize cost associated with storage.

1.2.2.4 Learning Activities

A Case Study

You are employed at the New Benga Office Service Bureau. As you will be going on holiday, Mrs. Mary Mwangi has asked you to help the personnel who will replace you in office by listing the points he/she should cover when handling:

- (a) Incoming Mail which arrives unopened on your desk each morning
- (b) Outgoing Mail which you organize for the bureau. The mail is delivered daily to the post office by the firm's delivery van.
- (c) Addressing the envelopes and mailing a circular letter to one hundred customers.

1.2.2.5 Practical Activities

You are responsible of operating a franking machine. What actions would you take in the following happenings?

- (a) Faint impression of printed information
- (b) An envelope franked in error
- (c) Preparing franked mail for dispatch
- (d) Closing the franking machine at the end of each day

1.2.2.6 Self-Assessment

1. During the collection of mails, Joshua discovered that there was a mixture up of different classes of mail in different bags, which may have been as a result of wrong labelling of bags. What problems could this cause? .
2. Mt. Kenya limited is increasingly using courier services in sending its outgoing mails. What benefits does it achieve from using the courier services?
3. Meru National Company Limited intends to buy a mailing machine, as an office administrator of the registry department, what advises would you give in regards to factors to put into consideration in purchasing of the mailing machine?
4. As a mail clerk, you will be expected to dispatch many mails in your organization. Which steps would you take to handle these mails?
5. Once the mails have been collected, they are sorted. How are mails sorted out?
6. What contents are found in an outward mail register?
7. In any organization, there are many letters received and dispatched. To ease the work of mail staff as they handle the correspondences, they use make use of various machines. Explain those machines.
8. With a well labeled diagram, draw an out-going mail register?

1.2.2.7 Tools, Equipment, Supplies and Materials

The following resources are provided

- Computers
- Stationery
- Telephone
- Calculator

- Paper punch
- Photo copier
- Printer
- Stapler
- Envelope opener
- Franking machine
- Staple remover
- Paper shredder
- Guillotine machine
- Scanner
- Folders
- Weighing machine
- Office furniture
- In -tray
- Out-tray
- Cleaning tools
- Dust masks

1.2.2.8 References

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Responses to Self-Assessment

- 1. During the collection of mails, Joshua discovered that there was a mixture up of different classes of mail in different bags, which may have been as a result of wrong labelling of bags. What problems could this cause?**
 - A. Misplacement of mails.
 - B. Inconvenience
 - C. It create bad image of an organization.
 - D. Can lead to lose potential customers.
- 2. Mt. Kenya limited is increasingly using courier services in sending its outgoing mails. What benefits does it achieve from using the courier services?**
 - A. Fast delivery service
 - B. Reliable
 - C. Reduction in transport cost.
 - D. Access to additional service.
 - E. Great value for money.
- 3. Meru National Company Limited intends to buy a mailing machine, as an office administrator of the registry department, what advises would you give in regards to factors to put into consideration in purchasing of the mailing machine?**
 - A. Cost
 - B. Accuracy
 - C. Trained staff and personnel
 - D. Operational cost
 - E. Durability
 - F. Available Space.
- 4. As a mail clerk, you will be expected to dispatch many mails in your organization. Which steps would you take to handle these mails?**
 - A. Collection
 - B. Sorting
 - C. Folding and Inserting
 - D. Addressing
 - E. Sealing
 - F. Weighing
 - G. Recording
- 5. Once the mails have been collected, they are sorted. How are mails sorted out?**
 - (i) First class mail
 - (ii) Airmail
 - (iii) Combination mailing (letters and parcels are mailed together)
 - (iv) Special service items
 - (v) International mail
 - (vi) Parcel Post
- 6. What contents are found in an outward mail register?**

- A. The date the mail was sent
- B. The addressee
- C. The addresses
- D. Subject

7. In any organization, there are many letters received and dispatched. To ease the work of mail staff as they handle the correspondences, they use make use of various machines. Explain those machines.

- A. Stapling Machine: It is used for fixing letters and enclosures or other pages together.
- B. Letter or parcel scales: It is used to weigh correspondence to ensure correct postage.
- C. Shredding machine: It destroys secrets and confidential material if no longer required.
- D. Punch: It is used to put holes in documents ready for filing.
- E. Addressing Machine: It is used to print names and addresses on a correspondence.
- F. Franking Machine: It is used to print postal stamp impression on the envelopes

8. With a well labeled diagram, draw an out-going mail register?

Table 5 Out-Going Mail Register

OUT-GOING MAIL REGISTER					
Originating Department within the Organization	File Reference No. (Containing copy)	Date when the letter was sent out	Subject of the letter	Receive in & Agency	Address of Recipient.
Reference Correspondence					

1.2.3 Learning Outcome 3: Receive, sort, print and distribute incoming e-correspondence

1.2.3.1 Introduction to the learning outcome

This learning outcome covers the competencies required to handle and forward incoming correspondence, responding to E- Correspondence and scanning and dispatching mails.

1.2.3.2 Performance Standard

1. Incoming correspondence are read and forwarded as per standard operating procedures and organizations policy
2. Incoming correspondence are printed and distributed as per organization policy
3. E-correspondence are responded to as per organization policy
4. Mails are scanned and dispatched as per organization policy

1.2.3.3 Information Sheet

Definitions of Terms

E-Correspondence: This is a means of conveying of messages across the internet between people and organizations by electronic devices.

Scanned Document:

Document scanning: This is the process of capturing paper documents and converting them to a digital format by use of a document scanner. It can also be referred to as document conversion or document imaging.

Procedure: It is an established or an official way of doing something.

Steps Followed In Opening Mails

- (a) The mails should be opened by at least two clerks in the presence of a supervisor.
- (b) All the mails should be open except those marked private, confidential or persona.
- (c) If there is a letter that states having enclosures, they should be checked and securely affixed to the letter concerned to eliminate the possibility of getting misplaced.
- (d) Ensure the envelope has no contents before discarding it.

Procedures of Printing Incoming Correspondence

1. Open the correspondence or the file one want to print.
2. Look for print icon near the top of the program window
3. A print properties window appears and this allows the user to specify additional options such as the number of copies.
4. Once the option is selected, then click print to start the printing process

Classification of E-Correspondence

Email: An email message is defined as a text, graphic and images, that are conveyed over a computer network. It is typed on a computer screen at one end and then sent to a specific Email address.

Voicemail: This is also known as voice message or voice bank. It is a computer based system that allows users and subscribers to exchange personal voice messages. The messages can be received, recorded, saved and managed.

Instant Messaging: This is a service that permits individuals to quickly exchange electronic messages with selected others in an informal manner that mimics conversation. It differs from the ordinary email due to the immediacy of the message exchange that makes a continued exchange simpler as compared to sending an email

Text Messaging: This is where messages are sent using mobile technology to send short bits of communication from one location to another. At times they replace email or phone communication.

Fax: Fax used the telephone network to transmit, within a few seconds any form of printed, typed or handwritten matter, drawings, diagrams or photographs from one location to another. Equipment of the same type has to be in use on the receiving end. Replicas of documents can be sent to any distance with complete accuracy and this combines the speed of telephone with the reproduction facility of the office copier.

Steps in Handling Incoming And Outgoing E-Correspondence

1. The personnel sending or receiving electronic mail are supposed to decide whether the items of email received or dispatched are concerned to official business and whether they need to be printed in order to have a copies placed in a file.
2. When an incoming electronic mail is printed for filing, an outgoing reply to it should also be printed and filed with the incoming message where possible.
3. The email messages should related to one subject for easier filing. If the email relates to several subjects, copies will have to be made and placed in the appropriate files.
4. Electronic messages related to the activities of the organization such as policies and directives, work schedules and assignments, drafts of documents circulated for approval or comment should be identified and managed.
5. The email records that are no longer needed should be deleted from mail boxes because these materials consumer disk space and erode the efficiency of the system.
6. Official copies of email records relating to organization business which are not important and are no longer needed for reference are supposed to be destroyed according to the approved retention schedule.

Contents of an Email Record

An email record should be complete with the whole transaction being well documented. It should indicate the names of both the sender and recipient, the date and time it was sent, subject line, the body of email, attachment should be included in full, a list of the names of individuals to whom the message was sent. The content in the email should be: Accurate, Accessible, Manageable and secure.

Recording the Email Messages

The email messages may be preserved in three ways namely: Online storage, near-line storage and off-line storage.

Online storage: The messages are maintained within the email application itself. The storage should be short term because it is susceptible to loss through regular systems purges.

Near-line storage: This involves transferring of the email messages and transactional information into an electronic record keeping systems other than the email itself.

Off-line Paper systems: This is where email messages are printed for permanent and long term records.

Procedure of Scanning A Correspondence

- (a) Start by open the Google drive application
- (b) In the bottom right, one should tab Add
- (c) Then tab scan
- (d) Take a photo of the document that is being scanned
- (e) Adjust scan area and tap crop.
- (f) Take another photo again,
- (g) Rescan current page,
- (h) Scan another page and tap add.
- (i) To save the finished document, tap done.

HANDLING OUTGOING CONFIDENTIAL DOCUMENTS

- (a) Confidential documents mean any document which contains any trade secret, sensitive information or private financial information pertaining to any party.
- (b) The correspondence should be well labeled confidential
- (c) Limit access to any unauthorized person to the offices with confidential information
- (d) The correspondence marked personal or confidential is delivered to a specific officer and should not be accessed by any other person.

Security of Outgoing Office Correspondence

- (a) Train employees on the importance of correspondence security. Employees should be trained to handle confidential correspondence with care and to respect the sensitivity. They should protect correspondence and share the information only to those who need to know.
- (b) Place confidential correspondence in a folder so that they are not visible to the onlookers.
- (c) The mail clerk officers should position their desk in such a way that visitors in the office will not be able to read confidential documents while they are being processed.
- (d) The correspondence should be kept in lockable facilities and employees should be trained in locking away office correspondence and check that they are safe.
- (e) The organization should be careful to limit access to the outgoing correspondence to only those employees authorized to handle the documents.
- (f) The organization should ensure that if the correspondence will have to be delivered, they should use a trusted courier service or have them delivered by someone trusted within the organization.

Methods of Routing Correspondence

- (a) **Use of Office Messenger:** An office messenger may be used to dispatch letters to their various destination and more so if they are being delivered within reach.
- (b) **Use of a specific department:** An organization may create a department that would read each piece of email to establish the best route of the message.
- (c) **Use of internet service provider:** Once the message is typed, it is passed through the internet service provider mail server which acts as a sorting office. The receiver's computer is located and the message passed across the internet and if the receiver is connected, then the message is delivered.
- (d) **Postal service:** This is where the messages are transmitted through the post office.
- (e) **EMS (Expedited Mail Service):** This is an international and also domestic courier services which may apply both for documents and parcels offered under a brand name.

Factors to Consider When Determining Routing Correspondence Channel

Routing is the arranging and scheduling mails for delivery. It can also be defined as delivery according to schedule sequence.

- The cost incurred in using routing correspondence channel should be within the organizations' budget.
- The routing correspondence channel used should be fast enough if the correspondence requires to be acted upon with urgency.
- The channel should allow for confidentiality if the correspondence has sensitive information.
- The routing correspondence channel should be reliable to ensure that the correspondence reaches the anticipated person and in good time.

Development of Mail Collection Plan

- The person responsible in mail collection is clearly spelt out
- Fixed timing for collection is well set
- Those concerned with collection are made aware of where collection will be taking place.
- Identification tag is issued to the person responsible in mail collection
- Appropriate channel of mail collection is provided.

Channels of Document Delivery

- **Fax:** It allows for the digital to physical fax delivery
- **Mobile:** One can use a portal on mobile devices, communicate through SMS or WhatsApp
- **Standard Email:** It sends documents as attachments, a link to access documents through the email. This allows one to include a certified digital signature.
- **Portal:** This is completely integrated or standalone web portal which facilitate multi-directional communication of documents and messages between a person and the users.

Misdirected Correspondences

Misdirection of correspondences may happen if the mail goes to the right address but addressed to the someone who does not work in that specific organization. The mail should be delivered back to the delivery person or returned to the post office. If it has the sender's address, the addresses used should be cancelled and addressed back to the sender.

1.2.3.4 Learning Activities

Practical Activities

As an office staff working in the mail section, you are required to typeset a letter of enquiry to find out whether ABC Company would supply your organization with a good desk top.

- (a) Typeset the letter
- (b) Print the letter
- (c) Sent an email and ensure the letter is attached to the email
- (d) File the letter for future reference.

Case Study

You work as an Office Assistance Admin, you will be required to type confidential correspondences and emails. How will you ensure that:

- (a) Persons who come into your office do not see this confidential work while being typed?
- (b) Filed copies of this work remain inaccessible to unauthorized persons.
- (c) Deal with colleagues who ask you direct questions about the correspondences and the email messages.

1.2.3.5 Self-Assessment

1. In the recent past, technology has gained popularity in mail handling process in the office. What are the advantages of adopting technology in an in the office.
2. As an Assistant Office Admin, you will be required to typeset documents frequently. Once the typing is done, they should be printed. Explain the procedures of printing a correspondence.
3. For any Email to be useful, the recorded content should be complete. What should be incorporated in the content?
4. What are the characteristics of a good content of an Email
5. What is the difference between an Email and a Voicemail
6. Explain the procedure of scanning a document?

1.2.3.6 Tools, Equipment, Supplies and Materials

The following resources are provided

- Computers
- Stationery
- Telephone
- Calculator
- Paper punch

- Photo copier
- Printer
- Stapler
- Envelope opener
- Franking machine
- Staple remover
- Paper shredder
- Guillotine machine
- Scanner
- Folders
- Weighing machine
- Office furniture
- In -tray
- Out-tray
- Cleaning tools
- Dust masks

1.2.3.7 References

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Saleem, N. A., (2008) Office Organization and Practice Simplified. Saleem publications Ltd
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Responses to Self-Assessment

1. In the recent past, technology has gained popularity in mail handling process in the office. What role does it play?

- A. It saves time
- B. Labour saving
- C. It is accurate.
- D. Promotes uniformity
- E. It is economical
- F. Produces neat and presentable work.
- G. It controls errors.

2. As an Assistant Office Admin, you will be required to typeset documents frequently. Once the typing is done, they should be printed. Explain the procedures of printing a correspondence.

- A. Open the correspondence or the file one want to print.
- B. Look for print icon near the top of the program window
- C. A print properties window appears and this allows the user to specify additional options such as the number of copies.
- D. Once the option is selected, then click print to start the printing process

3. **For any Email to be useful, the recorded content should be complete. What should be incorporated in the content?**
- A. It should indicate the names of both the sender and recipient,
 - B. The date and time it was sent
 - C. Subject line, the body of email,
 - D. Attachment should be included in full, a list of the names of individuals to whom the message was sent.
4. **What are the characteristics of a good content of an Email**
- A. Accuracy
 - B. Accessibility
 - C. Manageable
 - D. Secure.
5. **What is the difference between an Email and a Voicemail**
- A. **Email:** An email message is defined as a text, graphic and images, that are conveyed over a computer network. It is typed on a computer screen at one end and then sent to a specific Email address.
 - B. **Voicemail:** This is also known as voice message or voice bank. It is a computer based system that allows users and subscribers to exchange personal voice messages. The messages can be received, recorded, saved and managed.
6. **Explain the procedure of scanning a document?**
- A. Start by open the Google drive application
 - B. In the bottom right, one should tap Add
 - C. Then tap scan
 - D. Take a photo of the document that is being scanned
 - E. Adjust scan area and tap crop.
 - F. Take another photo again,
 - G. Rescan current page,
 - H. Scan another page and tap add.
 - I. To save the finished document, tap done.

CHAPTER 2: OFFICE ERRANDS

Unit of learning code: BUS/CU/OA/CR/02/4/A

Related Unit of Competency in Occupational Standard: Handle Office Errands

2.1 Introduction to the unit of learning:

This unit covers the competencies required to handle office errands. It involves delivering and collecting organization's documents, purchasing office supplies, maintaining evidence of deliveries and purchases done.

2.2 Summary of Learning Outcomes

1. Deliver office documents
2. Collect office documents
3. Purchase office supplies
4. Maintain evidence of deliveries and purchases done

2.2.1 Learning Outcome 1: Deliver Office Documents

2.2.2.1 Introduction to the learning outcome

This learning outcome covers the competencies required to handle office errands. It involves collection, sorting and recording of documents, collection and recording cheques for banking, developing delivery plan and giving documents that require urgent delivery priority.

2.2.2.2 Performance Standard

1. Documents to be delivered are collected, sorted and recorded as per workplace policy
2. Cheques for banking are collected and recorded as per workplace policy.
3. A delivery plan is developed based on destinations of delivery.
4. Documents that require urgent delivery are given priority as per workplace policy

2.2.2.3 Information Sheet

Definitions of Terms

A cheque: This is a document that instructs a bank to pay a specific amount of money from a person's account to the person in whose name it has been issued.

Drawer: This is the person who instructs the bank to make payment. He must be an account holder and has money with the bank.

Drawee: This is the bank with whom the drawer has an account. Whenever a cheque is issued, it is the responsibility of the bank to make payment.

Payee: This the person upon whom the bank makes the payment. The payment is made by the drawer to the payee through the bank.

Delivery Destination: This means the place where the goods are to be delivered, or services are to be performed by supplier and received by the buyer.

A deposit: This is the amount of money placed in an account to be kept by the bank for the depositor.

Outgoing correspondence: This is the correspondence of any kind that is sent out by an organization.

Recorded mail: This is a service for the correspondent who requires not only proof of posting but if necessary proof of delivery.

Maintaining Documents Delivery Record

Correct records are supposed to be maintained all through. They form a basis for review and evaluation. Records can be stored in electronic or paper-based forms. The filing system chosen in an organization should enable the staff to access information quickly and efficiently.

There is need to have record keeping procedures which must be developed and implemented in order to assist staff to maintain an efficient and effective system. These procedures help the staff to:

- (i) Keep current active records separate from old records
- (ii) Store old records properly and decide when and how to dispose them
- (iii) Keep confidential records safe and with controlled access
- (iv) Keep records safe from theft, damage and computer hacking

Whenever the documents kept in files are accessed, this should be recorded in a register. With paper-based systems a registry clerk often controls the whole system. With an electronic system such as an Access database, each time a record is opened it can be recorded automatically and a history created.

Some records will have relationships. For example, the human resource records for staff will often be viewed in conjunction with staff members' learning activities and work performance records. The integration of files needs to be considered when establishing an efficient system.

When storing or archiving it is important to ensure that the location of each item is properly recorded, stored and returned to its correct place after use.

Document Sorting

Correspondence should be sorted and classified before filing and a document – sorting cabinet is a valuable aid to arranging the names or subjects into alphabetical order. Documents going to the same folder/drawer are placed together to avoid time being wasted by having to return to the same file or drawer repeatedly. Flap sorters are commonly used for sorting documents for filing. The flaps are hinged to a steel base and arranged in such a manner that they overlap each other with the titles of each being clearly visible. The titles will generally contain the letters of the alphabet but they are sorted and placed under the appropriate flaps and their held in security position.

Mail Sorting

Mails can be sorted in any of the following ways:

- Personal mail which includes any communication addressed to a specific name
- Business mail includes letters, which are addressed to the company
- Internal mail which includes mail within the organization, for example, memos, letters and other documents, e.g. circulars prepared within the organization and are to be dispatched to the various persons and departments or pinned on the notice boards
- Inland mail refers to letters, packets and parcels posted to destinations in the Kenyan country

- First class mail is mail/letters promised by the Post Office for the next day, i.e. mail arrives at its destination (usually) 24 hours and the charge is more
- Second class mail – it is cheaper, but slower and it may take up to 4 days, i.e. mail arrives when it is posted, for example, a letter posted on Friday with a second-class stamp may not arrive at the address of the recipient until the following Tuesday.

Mail Handling

Procedures of Handling Incoming Mail

- (i) Collection of mail from the post office at regular intervals during the day or in the morning
- (ii) Private lockage bags may be rented for taking mail to and from the post office
- (iii) Mail should be received by a clerk in the general office or a receptionist in small organization or a separate mail department in large organization
- (iv) Sorting of letters into private, personal or confidential and to reach addressee's desk unopened
- (v) Business mail letters are opened and checked if the correct letter has been inserted in the envelope by looking if the address in the letter and on the envelope are the same
- (vi) Clip enclosures with their accompanying letters and any missing enclosures should be noted in writing on the letter
- (vii) Recheck all envelopes to make sure that nothing has been left accidentally in them
- (viii) Ensure all letters accompanied by remittances e.g. postal order, cheque or cash, money order, a check is made to ensure the amount you receive is the same as that mentioned in the letter and if it doesn't hand it straight to your supervisor. All amounts of money received are entered into the cash book
- (ix) Record all business mail in the inward mail register or an inwards correspondence book
- (x) Remittances are recorded in a remittance inward book
- (xi) Separate records should be kept of all registered mail and recorded deliveries received. Recorded and registered mail has to be signed for upon delivery by the post office
- (xii) Time and date stamp all documents received from the envelopes to indicate that the letter was received
- (xiii) At regular intervals during the day, mail is collected by the messenger or departmental staff and delivered to the relevant departments
- (xiv) Use of a circulation slip when a correspondence has to be read by more than one person, and each should sign after going through
- (xv) All incoming mail before filed should have a release symbol to indicate it has been dealt with and ready for filing, i.e. the initials of the person authorizing it and the date
- (xvi) Parcel post is dealt by the parcels department or mail room department in case of a small organization
- (xvii) Forward parcels to their respective departments and individuals as shown in the parcel and obtain signature from the receiver in a parcels book

Procedures of handling outgoing Mail

- (i) Collect mail at regular intervals throughout the day by mailing department or messenger
- (ii) Sorting of mail into relevant groups, e.g. first class mail, airmail, combination of letters and parcels, registered mail and recorded delivery, parcel post are dealt with separately
- (iii) Check that letters are signed, dated and have appropriate references and enclosures
- (iv) Check if addresses on the envelopes are the same as those on the letters
- (v) Envelopes marked personal, confidential, registered or airmail should have their letters marked the same way
- (vi) Fold and insert letters and enclosures into the envelopes and in case of window or aperture envelopes ensure the address is clearly seen
- (vii) All letters should have their envelopes addressed by the secretary as soon as she finishes to type the letter and if a typed envelope has been misplaced from the outgoing letter, the mailing clerk is expected to get another envelope and address it
- (viii) Use of letter and parcel scales to weigh letters
- (ix) Stamping of the envelopes with postage by use of postage stamps or a franking machine
- (x) Ordinary stamped mail is put into a post box or post office box
- (xi) Post franked mail either in a special envelope or hand it over the counter at a post office
- (xii) Special items of mail, i.e. mail requiring special services such as registration or special delivery should be delivered at the counter of the post office and a receipt obtained for record purposes

Recording Incoming And Outgoing Mail

In small department, a book may be kept to record all incoming mail. Some organizations don't record all incoming mail but record at least all those letters that enclose cash or cheque or those that are received by registered or under postal cover mail. They are also recorded in the inward mail register.

For the outgoing mail, they are sorted, those to be delivered within the town may be sent by messengers and those being posted are recorded in the outward register. The book records brief details of the addressee, nature of document and postage.

Documents That Require Urgent Delivery

Ensure the sender and the clients receive all important documents securely. This can be achieved by using a document courier service. Courier services deal with delivering packages and documents thus helping the client to meet the deadline for delivery.

The Courier services can make arrangements in case one requires delivery during a specific time period as this can be scheduled in advance. It also allows for document tracking which ensures safety of document.

Cheques For Banking

A cheque that is ready for banking should include personal and banking information. These includes: Complete name of the payer, Current date, Bank identification numbers, Payee

name, amount and signature. The same content should be noted in a book that records details of the cheque being banked.

Once that is done, the cheques can then be deposited in the banks. A customer can deposit money by cash or by a cheque or other document that represents cash. The deposited money establishes a debtor and creditor relationship between the bank and the depositor. Most often, the bank pays the depositing customer interest for its use of the money until the customer withdraws the funds. The bank has the right to impose rules and regulations managing the deposit, such as restrictions governing the rate of interest the deposited money will earn and guidelines for its withdrawal.

Collections: A primary function of a bank is to make collections of items such as cheques and drafts deposited by customers. The bank acts as an agent for the customer. Collection occurs when the drawee bank (the bank ordered by the cheque to make payment) takes funds from the account of the drawer (its customer who has written the cheques) and presents it to the collecting bank.

Delivery Plan Based On Destination Of Delivery

Most of the consumer goods are delivered from a point of production which can be a factory or a farm and may pass through various points of storage such as warehouses to the place of sale such as stores. Products sold via catalogue or the Internet may be delivered directly from the manufacturer or warehouse to the consumer's home. Small manufacturers may deliver their products directly to retail stores without warehousing.

Factories are maintained by some manufacturers and serve as both points of storage and sale. The products are sold directly to the consumers at wholesale prices. Highly perishable goods are delivered directly from the manufacturer to the consumer.

Any delivery should be recorded and signed for on an individual basis. Such items should be checked thoroughly before they are signed for.

Tools And Equipment Used In Delivery Of Documents

Tools and Equipment means implements required for participation in an employment plan that aid in accomplishing a task and the set of physical resources used to perform an operation or activity necessary in the practice of a vocation, profession, or small business enterprise. The following are some of tools and equipment that are used

- Printers.
- Document Scanners
- Photocopy Machine, Copiers
- Laminating Machines
- Label Makers
- Shredders
- Internet Connection
- Telephone Systems
- Computer Software
- Stationery

- Storage Equipment

2.2.2.4 Learning Activities

Case Study

One of your colleagues is moving to a new branch office in another town. In her work at your office, she has relied on you to tell her the classification of documents and you are asked to supply her with some notes of guidance. Under subheading First – Class, Second, inland mail, special delivery, registration and recorded delivery.

- (a) Give an example of an appropriate document which you would recommend for the named classifications.
- (b) Explain why you have chosen that particular classification for each item.

Practical Activities

Some incoming mail needs to be seen by more than one person or department in a firm. As an experienced officer, what will do to make sure that three people see the contents of the letter?

- (a) When there is no urgency
- (b) When the matter is urgent

2.2.2.5 Self-Assessment

1. One way of making payment in any organization is by use of cheques. What features are found in cheques?
2. In any organization, there is handling of office documents which may be incoming or outgoing ones. Example of such documents is mails. Explain how incoming mails are handled in an office.
3. Meru National Premium receives many documents which should be stored safely. In order to achieve this, record-keeping procedures must be developed and implemented. What benefits would the organization get from such Procedures?
4. For any bank cheque transaction, there are three parties involved. Explain each of them.
5. Once Mails are received in any organization, they are supposed to be sorted in different classification. Explain each of them.
6. Mary Business Enterprise deals with delivery of items. How do they organize the delivery without failing their clients?
7. An outward mail register is used to record all the outgoing mails in an organization. As an experienced mail clerk, draw an Outward Mail Register indicating all its contents.
8. What is Delivery Destination

2.2.2.6 Tools, Equipment, Supplies and Materials

The following resources are provided

- Classroom and classroom resources
- Computers,
- Stationery

- Telephones
- S 12 & S13 forms
- Delivery Book
- Petty Cash Book
- Receipts Books
- Files
- Petty Cash
- Transport Means
- Organizational tag/badge
- Branded Uniform

2.2.2.7 References

Bagavathi & Pillai R.S.N., (2003) Office Management For B.Com. Students of Indian Universities, S. Chand & Company Ltd, India

Gichira Robert., (2008) Office Practice and Organization. East African Educational Publishers, Nairobi

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Saleem, N. A., (2008) Office Organization and Practice Simplified. Saleem publications Ltd Print well Industries

Responses to Self-Assessment

- 1. One way of making payment in any organization is by use of cheques. What features are found in cheques?**
 - (a) Complete name of the payer
 - (b) Current date,
 - (c) Bank identification numbers
 - (d) Payee name
 - (e) amount to be paid
 - (f) Signature.
- 2. In any organization, there is handling of office documents which may be incoming or outgoing. An example of such documents is mails. Explain how incoming mails are handled in an office.**
 - (i) Receiving the Mail: Mails may be received once or twice in a day by a postman.
 - (ii) Sorting the Mail: The letters are sorted either on the basis of their nature, destination or content.
 - (iii) Opening of the Mail: This is done by a head clerk if in a small institution or mail opener in a large institution.
 - (iv) Scrutiny of contents: Contents are removed from the envelope for scrutiny purpose
 - (v) Stamping the mail where the date received is indicated on the mail
 - (vi) Record the mail: The mails are recorded in the inward register.
 - (vii) Distributing the mails to the concerned department
 - (viii) Follow up to make an enquiry whether the letter is replied or not.
- 3. Meru National Premium is receives many documents which should be stored safely. In order to achieve this, record-keeping procedures must be developed and implemented. What benefits would the organization get from such Procedures?**
 - (i) Keep current active records separate from old records
 - (ii) Store old records properly and decide when and how to dispose of them
 - (iii) Keep confidential records safe, with controlled access

(iv) Keep records safe from theft, damage and computer hacking.

4. For any bank cheque transaction, there are three parties involved. Explain each of them.

- (a) Drawer: The person who issues the cheques. He instructs to the bank to make that payment. He is the account holder and has his money with the bank
- (b) Drawee: The bank with whom drawer has opened the account. When a cheque is issued, it is the responsibility of the bank or drawee to make that payment.
- (c) Payee: The person to whom the bank makes the payment. This payment is actually made by the drawer to payee through the bank.

5. Once Mails are received in any organization, they are supposed to be sorted in different classification. Explain each of them.

- Personal mail which includes any communication addressed to a specific name
- Business mail includes letters, which are addressed to the company
- Internal mail which includes mail within the organization, for example, memos, letters and other documents, e.g. circulars prepared within the organization and are to be dispatched to the various persons and departments or pinned on the notice boards
- Inland mail refers to letters, packets and parcels posted to destinations in the Kenyan country
- First class mail is mail/letters promised by the Post Office for the next day, i.e. mail arrives at its destination (usually) 24 hours and the charge is more
- Second class mail – it is cheaper, but slower and it may take up to 4 days, i.e. mail arrives when it is posted, for example, a letter posted on Friday with a second-class stamp may not arrive at the address of the recipient until the following Tuesday.

6. Many Business Enterprises deal with delivery of items. How do they organize the delivery without failing their clients?

- (i) They deliver products sold via catalogue or the Internet directly from the manufacturer or warehouse to the consumer's home.
- (ii) Most consumer goods are delivered from a point of production
- (iii) They deliver some highly perishable or hazardous goods directly from manufacturer to consumer.

7. An outward mail register is used to record all the outgoing mails in an organization. As an experienced mail clerk, draw an Outward Mail Register indicating all its contents.

Table 6 Outward Mail Register

S/No	Date of Dispatch	Ref	Addressee	Addressee	Subject matter	Encl . If any	Stamp used	Your File Ref	Remarks

--	--	--	--	--	--	--	--	--	--

8. What is meant by Delivery Destination?

It is the location where the Goods are to be delivered, or Services are to be performed by Supplier and received by Buyer.

2.2.2 Learning Outcome 2: Collect Office Document

2.2.2.1 Introduction to the learning outcome

This learning outcome covers the competencies required to identify and record documents, develop a collection plan and given urgent document priority.

2.2.2.2 Performance Standard

1. Documents to be collected are identified and recorded as per workplace policy.
2. A collection plan is developed based on collection destinations.
3. Documents that require urgent collection are given priority as per workplace policy.

2.2.2.3 Information Sheet

Definitions of Terms

Records: They are written data that are made for possible future use

Mail: It is any written correspondence coming in or out of an organization. This includes: letters, business documents, quotations orders and complaints.

Verification: the process of establishing the truth, accuracy, or validity of something.

Justification: the action of showing something to be right or reasonable.

Classification: It refers to a process of assigning one or more labels for a document from a predefined set of labels.

Information: facts provided or learned about something or someone.

Identification and Recording of Documents

The documents are kept in a folder or a file. These documents are arranged in a specific manner. They are first classified under headings like orders, invoices, and correspond. After this, they are filed in respective files on the basis of classification system followed by the organization. The records are kept for a specific period say five years and after that period they are destroyed.

All office communications are done orally or through correspondence. Information received in the office may be in form of enquiries, orders, invoices, complaints and contracts of business. All the information received is to be processed and arranged in the form of statistical statements. These are preserved for future reference.

The records can be sorted and classified into personnel records, correspondence records, accounting records, legal records and other business records.

Principles of Record Management

- (i) **Verification:** Records can be verified whenever needed
- (ii) **Justification:** Records must be maintained with some justifiable purpose. Otherwise it will be a waste of money, space and time.
- (iii) **Classification:** Records must be classified according to their use. It may be classified according to time or chronology or subjects.
- (iv) **Information:** The required information must be available whenever needed.

Importance of Maintaining Records

Past records of the business are maintained because of the following reasons:

- Proper study of the position of the firm
- Comparison of business
- Accounts of progress kept in an orderly way.
- Policy making
- General use
- Evidence
- Legal requirement
- In case of dispute

Types of Documents For Collection

Business transactions and communications are normally required in written form to provide a record for both recipients and sender. Example of documents that can be collected for delivery includes:

- Quotation
- Requisition
- Invoices
- Delivery Note
- Goods Received Note
- Orders
- Contracts of business
- Letters and memoranda
- Business documents such as enquiries, quotations, orders, invoices, statements, receipts, etc.
- Accounting documents such as ledgers, stock record card, etc.
- Bulky documents such as magazines, newspapers, advertising material, etc.
- Reference books and other source of information

Tools and Equipment Used In Collection of Documents

Tools and Equipment means implements required for participation in an employment plan that aid in accomplishing a task and the set of physical resources used to perform an operation or activity necessary in the practice of a vocation, profession, or small business enterprise. The following are some of tools and equipment that are used

- Printers.
- Document Scanners

- Photocopy Machine, Copiers
- Laminating Machines
- Label Makers
- Shredders
- Internet Connection
- Telephone Systems
- Computer Software
- Stationery
- Storage Equipment

2.2.2.4 Learning Activities

Case Study

Victor is on industrial attachment at Ziwa industries and in charge of incoming mail. There has been concern in this organization on suspicious mail being delivered to the mail room

- (i) Advise victor on how to identify suspicious mail
- (ii) Outline to him possible response procedure that he should follow in the event that mail is suspicious

Practical Activities

You are employed at the Ziwa TTI. As office assistance your duty entails collection of mails for the Institution. Develop a collection plan that you shall follow for the errand.

2.2.2.5 Self-Assessment

1. Requisition is a type of a business document that can be collected for delivery of goods. Explain what the document entails
2. All the organizations are required to maintain records. What is the importance of this exercise?
3. Mwema Company Limited ensures that their documents are well identified. What do they do to achieve this objective?
4. Explain the tools and equipment used in collection of documents in an organization?
5. Explain the various proper principles of record management that an Organizations should adopt.

2.2.2.6 References

Bagavathi & Pillai R.S.N., (2003) Office Management For B.Com. Students of Indian Universities, S. Chand & Company Ltd, India

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Saleem, N. A., (2008) Office Organization and Practice Simplified. Saleem publications Ltd Print well Industries

Responses to Self- Assessment

1. Requisition is a type of a business document that can be collected for delivery of goods. Explain what the document entails

Requisition is an internal request for goods to be purchased or drawn from stock. It is prepared by the department requesting goods e.g. Accounts, Purchasing. One copy is distributed to the buying department.

2. All the organizations are required to maintain records. What is the importance of this exercise?

- (i) Proper study of the position of the firm
- (ii) Comparison of business
- (iii) Accounts of progress kept in an orderly way.
- (iv) Policy making
- (v) General use
- (vi) Evidence
- (vii) Legal requirement
- (viii) In case of dispute

3. Mwema Company Limited ensures that their documents are well identified. What do they do to achieve this objective?

- (i) The documents are kept in a folder or a file.
- (ii) They are arranged in a specific manner.
- (iii) They are classified under headings like orders, invoices, and correspond.
- (iv) They are then filed in respective files on the basis of classification system followed by the organization.

4. Explain the tools and equipment used in collection of documents in an organization?

- (i) Printers. It is a machine for printing text or pictures, especially one linked to a computer.
- (ii) Document Scanners. It is a device, which converts a document or text from its paper form into digital data.
- (iii) Photocopy Machine. It is a machine for making photocopies.
- (iv) Laminating Machines adds a plastic coating to a paper document, card, or image.

- (v) Shredders. It's a *machine* for cutting documents into small pieces so that they cannot be read:
- (vi) Internet Connection is a global wide area network that connects computer systems across the world. It includes several high-bandwidth data lines that comprise the Internet.
- (vii) Telephone Systems is a communication system that transmits sound between distant points.
- (viii) Computer Software is a collection of data or *computer* instructions that tell the *computer* how to work. This is in contrast to physical hardware, from which the system is built
- (ix) Stationery. These are writing materials, as pens, pencils, paper, and envelopes.
- (x) Storage Equipment is any equipment used for holding or buffering materials over a period of time (and may include transport)

5. Explain the various proper principles of record management that an Organizations should adopt.

- (i) **Verification:** Records can be verified whenever needed
- (ii) **Justification:** Records must be maintained with some justifiable purpose. Otherwise it will be a waste of money, space and time.
- (iii) **Classification:** Records must be classified according to their use. It may be classified according to time or chronology or subjects.
- (iv) **Information:** The required information must be available whenever needed.

2.2.3 Learning Outcome 3: Purchase Office Supplies

2.2.3.1 Introduction to the learning outcome

This learning outcome covers the competencies required to handle purchase office supplies. It involves purchasing of office items, preparation of a mini budget, storing of purchased items, monitoring of the stock levels and maintaining of office cash book.

2.2.3.2 Performance Standard

1. List of **office items** to be purchased is developed based on requisitions as per workplace policy.
2. A mini budget for purchases is prepared in line with the purchase list as per workplace policy.
3. Office items are purchased based on list of purchases.
4. Purchased office items are recorded, sorted and distributed based on user requisitions.
5. Purchased items are stored based on their storage requirements and workplace policy.
6. Office supplies stock levels are monitored as per workplace policy.
7. Office cashbook is maintained as per workplace policy.

2.2.3.3 Information Sheet

Definitions of Terms

Accounting principles: These are the rules and guidelines that companies must follow when reporting financial data.

Bookkeepers: These are individuals who manage all financial data for companies.

Petty cash: It is a small amount of cash kept on hand to cover small, and often unexpected, expenses that pop up during a business day. The money from the petty cash may be used to fund to pay for minor expenses such as postage, fares

Petty cash replenishment: A request by the petty cash custodian for a company check in order to return the amount of currency and coins in the petty cash box to the amount shown in the general ledger account.

Double entry: This principle of accounts states that every financial transaction has equal and opposite effects in at least two different accounts.

Purchasing: This is the formal process a business or organization uses to acquire goods or services to accomplish its goals.

Principle: It is a rule or code of conduct.

A budget: It is an estimation of revenue and expenses over a specified future period of time and is usually compiled and re-evaluated on a periodic basis

Purchasing Procedures

- (i) The purchases process usually starts by having a demand for an item. The demand could be physical or in need of a service.
- (ii) A requisition is generated, which details the requirements (in some cases providing a requirements specification) which actions the procurement department.
- (iii) A request for proposal (RFP) or request for quotation (RFQ) is then raised.
- (iv) Suppliers send their quotations in response to the RFQ, and a review is undertaken where the best offer (typically based on price, availability and quality) is given the purchase order.

Purchase Order also referred to as (PO) can be of various types as indicated below:

Standard: This is a onetime buy

Planned: This is an agreement on a specific item at an approximate date terms

Blanket: It is a type of agreement on specific terms and conditions though date, quantity and amount are not specified.

- (v) Purchase orders are normally accompanied by provisions and conditions which form the contractual agreement of the transaction.
- (vi) The supplier then delivers the products or service and the customer records the delivery (in some cases this goes through a goods inspection process).
- (vii) An invoice is sent by the supplier which is cross-checked with the purchase order and documents specifying which goods have been received.
- (viii) The payment is then made and transferred to the supplier.

Basic Principles of Accounting

1. **Economic entity assumption:** A business is an entity unto itself and should be treated as such.
2. **Monetary unit assumption:** All financial transactions should be recorded in the same currency.
3. **Specific time period assumption:** Financial reports should show results over a distinct period of time.
4. **Cost principle:** The cost of an item doesn't change in financial reporting.
5. **Full disclosure principle:** All information that relates to the function of a business's financial statements must be disclosed in notes accompanying the statements.
6. **Going concern principle:** A business will continue to exist and function with no defined end date.
7. **Matching principle:** Businesses should use the accrual basis of accounting and report all financial information using this method.
8. **Revenue recognition principle:** Revenue is reported when it's earned, regardless of when payment is actually received.
9. **Materiality principle:** When an accountant finds a transactional error, they can use their professional judgment to determine if the error is immaterial to the business.
10. **Conservatism principle:** When there is more than one acceptable way to record a transaction, expenses and liabilities should be recorded as soon as possible, and revenues and gains should only be recorded when they occur.

Importance of Book Keeping

Bookkeeping involves the recording, on a daily basis, of a company's economics dealings.

- Companies are able to track all information on its books to make key operating, investing, and financing decisions.
- Accurate bookkeeping is also crucial to external users, which includes investors, financial institutions, or the government – people or organizations that need access to reliable information to make better lending decisions.
- Proper bookkeeping gives companies reliable measure of their performance.
- It provides information on general strategic decisions and benchmark for its revenue and income goals.

Stock Control

Stock control means making sure that the business has the right quantity of goods, in the right place and at the right time. Stock levels must be neither too high nor too low. It may be maintained at a reasonable level.

Objectives of Stock Control

- To ensure the availability of goods when required
- To account for the goods which have been purchased
- To reduce storage costs as much as possible
- To minimize the risks of deterioration, wastage and theft.
- To maintain accurate records
- To avoid over-stocking and under stocking

Stock Procedures

Stock procedures are those steps which are taken in the purchase, receipt and issue of store items.

- (i) Goods bought by the purchasing department are handed over to the stores department.
- (ii) Later on, these goods are issued by the stores department to other departments when required. For this purpose, stores requisition note is completed by the department.
- (iii) On receipt of stores requisition note, a store issue note is prepared by the store-keeper.
- (iv) Goods are handed over to the concerned department after obtaining the recipients signature.

Stock Records

This refers to documents which give information to the movement of stock. These include records kept both for accounts and costing purposes. These are individual accounts for each item of stock on which are recorded all receipts and issues of particular item and thus the balance at hand. Stock records are maintained in store ledger and bin cards.

Office Supplies Stock Levels

- (i) Minimum Stock Level: It is a predetermined minimum quantity of raw materials which should always be available in stock in the normal course of business.
- (ii) Maximum Stock Level: Stock is not to exceed amount used for inventory planning.
- (iii) Average Stock Level: It is the average quantity of stock for a given period.

Handling of Petty Cash

This is the imprest/advance/loan/float that a Petty Cashier receives from the General or Chief Cashier to make payment that require little amounts of money such as postage, buying stationery, paying for bus fares or taxis, office cleaning and staff tea.

When a person receives cash from a Petty Cashier, a receipt or Petty Cash Voucher should be obtained as prove of the transaction. Petty Cash Vouchers are usually pre-printed and numbered. Whenever money is paid the Petty Cashier fills a Petty Cash Voucher giving description of the item, the amount, date and signature.

Petty Cash Voucher

Folio No: 142

Date 6 May 2020

Table 7 Petty Cash Voucher

For what required	Amount	
	Ksh.	Ksh.
Postage stamps	300	00
Add VAT	15	00
	315	00

Signature _____

Passed by _____

Procedure For Operating The Petty Cash System

- (a) An amount is fixed for the petty cash
- (b) The Petty Cashier uses the money to purchase small items.
- (c) He records each expenditure in the petty cash book
- (d) At the end of a specific period he calculates the total amount used
- (e) He subtracts the total used from the allocation given at the beginning of the period
- (f) He is reimbursed for the expenditure to bring the figure back to the original amount.

A petty cash book has columns for:

- (a) Date
- (b) Details of cash received
- (c) Details of cash paid out
- (d) Analysis columns
- (e) Value added Tax (VAT) column

NB: The headings of the analysis columns can be varied to suit the requirements of a particular organization.

The usually fall under the following categories.

1. Postage including parcels, telegrams etc

2. Stationery – small items such as ink, rubber, envelopes etc
3. Travelling expenses, for example, fares, taxes, etc
4. Sundry/Office Expenses which includes items such as window cleaning, typewriter
5. repairs, mild for office tea etc

Cash Book

The cash book is used to record receipts and payments of cash. It works as a book of original entry as well as a ledger account. The entries related to receipt and payment of cash are first recorded in the cash book and then posted to the relevant ledger accounts.

Types of cash book

There are four major types of cash book that companies usually maintain to account for their cash flows namely:

A single column cash book: This is used to record only cash transactions.

A double/two column cash book: This is used to record cash as well as bank transactions.

A triple/three column cash book: This is to record cash, bank and purchase discount and sales discount.

A Petty Cash Book: This is used to record small day to day cash expenditures.

Maintenance of Office Cash Book

Regardless of the size of a business or the industry it's in, it will need to record the cash that comes in and goes out. This is recorded in the cash book, which is a book of prime entry. The cash book will have two purposes. One is to record the money that comes into the business, and the other is to record the cash that goes out.

The cash book layout

The payments side of the cash book will have separate analysis columns in which to record details of each payment.

Table 8 Cash Book

Date	Detail	Supplier Ref	Amount	Purchase Ledger	VAT	Purchases	Office Cost
30/09	100215		20,000		Ksh.200		20,000
30/09	BACS	YH43	100,000	100,000			

The first four columns are completed as follows:

Date: The date the payment was made.

Detail: The cheque number.

Supplier ref: This will be completed if paying off an invoice recorded in the purchase ledger.

Amount: The amount leaving the bank account.

These columns will be completed with the net amount of the receipt. All receipts will be used to total the receipts side of the cash book at the end of the financial period.

The cash book must record all monies coming in and going out of the business, and will be reconciled to the bank statement on a regular basis to check that all of the payments and receipts are being recorded accurately.

Budgeting Procedures

The budget procedure consists of four phases:

- (i) Preparation and submission,
- (ii) Approval
- (iii) Execution
- (iv) Audit and evaluation.

2.2.3.4 Learning Activities

Case Study

Your employer have asked you to take responsibility for the controlling and issuing of office stationery.

- (a) Outline your duties and responsibilities
- (b) Make special reference to any document you may use while carrying out the task.

Practical Activities

Rafiki Textiles Limited operates its petty cash book using the imprest system with an initial cash float of Ksh. 5,000. The following payments were made in the month of November 2020.

	2020	Ksh
Nov	1 Paid travelling expenses	550
	4 Bought cartridge	720
	6 Bought postage stamps	120
	Paid fare for the messenger	500
	21 Bought printing papers	900
	23 Bought foolscaps	800

As a petty cash custodian in that organization, prepare a petty cash book for the month ending 30 November 2020 and balance it. Use the following analysis columns for the expenses: Postage, Transport and Stationery.

2.2.3.5 Self-Assessment

1. Mary Mwangi is a petty cash custodian in Mwema One Brothers limited. How would she ensure there is proper control of petty cash in an office?

2. Miss Flora Timothy started a business in July 2020. She is required to post her transactions in a cash book. What contents are found in a cash book?
3. Bookkeeping involves the recording, on a daily basis, of a company's economics dealings. What benefits would a Company get from it?
4. Meru Universe Company prepares a budget for all its office purchases. As an experienced Accounts Clerk, explain the benefits organizations may derive from the preparation and use of budgets?
5. Mwangi Enterprises prepares its budget every year. Explain budgeting procedures to be followed in the preparation.
6. What four types of cash books may an employee use in his/her daily office transactions?
7. Most organizations undertake their purchases in bulk. One of the documents used is a purchase order. Explain the three types of Purchasing Orders that can be used in an institution.
8. Explain basic principles of accounting that an organization may follow while undertaking their transactions.
9. Mwenendega Company Limited ensures that all the purchased items are stored appropriately to secure stock against damage and lose. What best ways would the company adopt to protect the items?

2.2.3.6 Tools, Equipment, Supplies and Materials

The following resources are provided

Classroom and classroom resources

Computers,

- Stationery
- Telephones
- S 12 & S13 forms
- Delivery Book
- Petty Cash Book
- Receipts Books
- Files
- Petty Cash
- Transport Means
- Organizational tag/badge
- Branded Uniform

2.2.3.7 References

Bagavathi & Pillai R.S.N., (2003) Office Management For B.Com. Students of Indian Universities, S. Chand & Company Ltd, India

Gichira Robert, (2008) Office Practice and Organization. East African Educational Publishers, Nairobi

Saleem, N. A., (2008) Office Administration Simplified, Saleemi Publications Ltd, Nairobi

Responses to Self- Assessment

1. Mary Mwangi is a petty cash custodian in Mwema One Brothers limited. How would she ensure there is proper control of petty cash in an office?

- (i) The petty cashier should be responsible for the petty cash and be accountable for it
- (ii) A receipt or petty cash voucher should be obtained when any person receives cash from the petty cashier
- (iii) The records that include the minor/small payments should be kept in the petty cash book.

2. Miss Flora Timothy started a business in July 2020. She is required to post her transactions in a cash book. What contents are found in a cash book?

- (i) **Date** The date the payment was made.
- (ii) **Detail:** The cheque number.
- (iii) **Supplier ref:** This will be completed if paying off an invoice recorded in the purchase ledger.
- (iv) **Amount:** The amount leaving the bank account.
- (v) **Purchase Ledger**
- (vi) **VAT**
- (vii) **Purchases**
- (viii) **Office Costs**

3. Bookkeeping involves the recording, on a daily basis, of a company's economics dealings. What benefits would a Company get from it?

- i. Companies are able to track all information on its books to make key operating, investing, and financing decisions.
- ii. It is crucial to external users, which includes investors, financial institutions, or the Government
- iii. It gives companies reliable measure of their performance.
- iv. It provides information on general strategic decisions and benchmark for its revenue and income goals.

4. Meru Universe Company prepares a budget for all its office purchases. As an experienced Accounts Clerk, explain the benefits organizations may derive from the preparation and use of budgets?

- (i) The organizations can coordinate their purchasing activities in a better manner
- (ii) Employees become more cost conscious and try to conserve resources
- (iii) The organization reviews its purchasing plan and changes it when necessary
- (iv) The managers foster a vision that otherwise might not be developed.

5. Mwangi Enterprises prepares its budget every year. Explain budgeting procedures to be followed in the preparation.

- (i) Preparation and submission,
- (ii) Approval
- (iii) Execution
- (iv) Audit and evaluation.

6. What four types of cash books may an employee use in his/her daily office transactions?

- (i) A single column cash book: This is used to record only cash transactions.
- (ii) A double/two column cash book: This is used to record cash as well as bank transactions.
- (iii) A triple/three column cash book: This is to record cash, bank and purchase discount and sales discount.
- (iv) A petty cash book: This is used to record small day to day cash expenditures.

7. Most organizations undertake their purchases in bulk. One of the documents used is a Purchase order. Explain the three types of Purchasing Orders that can be used in an institution.

- (i) Standard: This is a onetime buy
- (ii) Planned: This is an agreement on a specific item at an approximate date
- (iii) Blanket: This is an agreement on specific terms and conditions: date and quantity and amount are not specified.

8. Explain basic principles of accounting that an organization may follow while undertaking their transactions.

1. **Economic entity assumption**: A business is an entity unto itself and should be treated as such.
2. **Monetary unit assumption**: All financial transactions should be recorded in the same currency.
3. **Specific time period assumption**: Financial reports should show results over a distinct period of time.
4. **Cost principle**: The cost of an item doesn't change in financial reporting.
5. **Full disclosure principle**: All information that relates to the function of a business's financial statements must be disclosed in notes accompanying the statements.
6. **Going concern principle**: A business will continue to exist and function with no defined end date.
7. **Matching principle**: Businesses should use the accrual basis of accounting and report all financial information using this method.
8. **Revenue recognition principle**: Revenue is reported when it's earned, regardless of when payment is actually received.
9. **Mwenendega Company Limited ensures that all the purchased items are stored appropriately to secure stock against damage and lose. What best ways would the company adopt to protect the items?**

- (a) Move all deliveries promptly from the goods receiving area to the appropriate storage area.
- (b) Secure the delivery area to prevent unauthorized access by closing and locking doors while absent from the area.
- (c) Ensure store rooms protect stock from contamination as appropriate. The protection is commonly required to guard against damage caused by weather.
- (d) Move the existing items on a shelf to the front, and placing new deliveries behind them putting new stock underneath a stack of existing stock
- (e) Never place stock on the floor. Always put items in their allocated space such as shelf, bin, or cupboard

2.2.4 Learning Outcome 4: Maintain Evidence of deliveries and purchases done

2.2.4.1 Introduction to the learning outcome

This learning outcome covers the competencies required to maintain evidence of deliveries and purchases done. It involves recording daily deliveries, filling of transaction evidence documents, expenditure surrender and reporting of unsuccessful deliveries.

2.2.4.2 Performance Standard

1. Daily deliveries are recorded as per workplace policy.
2. Transaction evidence documents are filed as per workplace policy.
3. Expenditure surrender is done as per workplace policy.
4. Unsuccessful deliveries are reported, recorded and filed as per workplace policy.

2.2.4.3 Information Sheet

Definitions of Terms

Transaction documents: It refers to legally relevant documents that are printed, inserted and mailed, or electronically presented.

Payable department: The department that is supposed to make payments upon receipt of stocks or products.

Products: Substance that is manufactured or refined for sale.

Transaction: This is a completed agreement between a buyer and a seller to exchange goods, services, or financial assets. The cash accounting method records a transaction only when the money is received or the expenses are paid

Documents: It is a piece of written, printed, or electronic matter that provides information or evidence or that serves as an official record.

Internal Controls: This is a process for assuring of an organization's objectives in operational effectiveness and efficiency, reliable financial reporting, and compliance with laws, regulations and policies.

Recording of Purchases

The goods purchased are recorded in the accounting books of any organization. Cash purchases are recorded in the cash book while credit purchases are recorded in the Purchases Day Book or journal. Later on, these purchases are posted to the purchases account in the ledger. At the end of the year, the total purchases are ascertained. If some goods purchased are returned then these returns are entered in the Purchases Return Book. At the end of the year, the total purchases returns are subtracted from the total purchases.

Daily Deliveries

Goods Receiving

Goods receiving: This is the function of checking items delivered to the business, either coming in as new stock or as supplies. This includes inspecting the quality, condition, and quantity of any incoming goods, and allocating them to a space in the warehouse.

When goods have been received, the following documents should be completed and filed:

- (i) Goods receiving note (including a report of the inspection of goods noting any damages, losses or differences in the goods delivered against the order)
- (ii) Copy of delivery note
- (iii) Copy of final invoice.
- (iv) People who use software will also enter the receipt in the system.

Why is it important?

All items purchased by the business serve a specific function, whether they are supplies to be used internally, or stock to be on sold to customers. Keeping track of all items coming into the warehouse ensures that the right products are received and promptly stored in an appropriate place.

Following a goods receiving process can help to maintain an efficient warehouse and identify any issues with suppliers.

1. Match the delivery to a purchase order

First, ensure the delivery has come to the right place by matching the details on the Consignment Note to the Purchase Order raised by the business.

The Purchase Order should also be used to check that each item matches the description and quantities ordered. The following should be recorded for each new delivery:

- (a) The date and time goods arrived
- (b) The name of the delivery partner and driver
- (c) Check off quantities and description of goods against purchase order
- (d) Note any discrepancies
- (e) Names of the personnel who performed these checks

Maintaining accurate reports is essential for accurate bookkeeping as well as resolving any disputes that may arise in the future regarding the items or supplier.

If there is no purchase order or record of the order, check with the supervisor or purchasing department before rejecting the goods.

2. Check products are not damaged

Before accepting the delivery, it's important to conduct a quality check to ensure the items are not damaged or malfunctioning.

Check for signs of breakage or faults, and ensure all items are as described on the purchase order.

If any damaged items are found in the delivery, record the extent of the damage on the consignment note and immediately notify the supplier with details of the issue to discuss the next steps.

3. Log received items into your inventory

Enter the items received into the warehouse management system as soon as possible, including the date and quantities received. This will allow the stock to be allocated to new orders right away.

4. Allocate storage space for goods

It's important to pack away a new delivery promptly to ensure no items become lost or damaged.

Supplies should be distributed to the appropriate person in the business, or packed away in the usual space to be accessed when required.

For goods received in as stock, these items will need to be allocated a space in the warehouse for storage until ready to be picked for an order.

5. Notify your accounts payable department

Send a copy of the signed and dated consignment note to the accounts payable team. This information can then be matched with the invoice from the supplier to ensure payments are only made for items that were actually received.

Unsuccessful Deliveries

Failure to deliver refers to a situation where one party in a trading contract does not deliver on their obligation. Such failures occur when a buyer does not have enough money to take delivery and pay for the transaction at settlement.

It can occur when the seller does not own all or any of the essential resources required at settlement, and so cannot make the delivery.

Failure to deliver can also occur if there is a technical problem in the settlement process carried out by the respective clearance.

Follow Up To Ensure Delivery of Products

- (i) Check the delivery address that was given to the seller.
- (ii) Contact the seller to enquire about the unsupplied product.
- (iii) If the seller claims to have delivered the products, request for resending.
- (iv) If not resent, get a refund.

Types of Transaction Evidence Documents

- (a) **The invoice:** It is used when demanding or requesting for payment
- (b) **Statement of account:** It is sent to buyers of goods telling them the type of products they purchased
- (c) **Receipts of monies:** They are documents written for the purposes of acknowledging payment
- (d) **Balance sheet:** It is a document that contains the assets and liabilities
- (e) **profit and loss account:** It shows the income and expenditure of a business
- (f) **Delivery note:** It is like an invoice but is sent when goods are being delivered to the customer. It contains names of the buyer and supplier, date, quantity of product, price and terms
- (g) **Credit Note:** It shows the amount of money that is supposed to be returned to the customer for damaged goods
- (h) **A Debit note:** It is sent to the buyer to correct the undercharges
- (i) **Statement of account:** It is used to show the customer the amount of money that he is due to pay. It is sent by the seller.
- (j) **Cheque:** It shows the amount of money that a bank is supposed to be paid.
- (k) **Receipts for cash payments:** It is a document sent to confirm that money or cash has been received
- (l) **Credit or debit card receipt:** They are used in place of a cheque or cash.
- (m) **Pay-in slip:** It shows the amount of money that has been deposited in the bank or has been paid

The Filing Process of Transaction Evidence Documents

1. Collecting – the documents to be filed are collected together in a filing tray or basket that is labeled.
2. Inspecting – each document is inspected of the release symbol or mark which indicates that it is ready for filing. The release symbol/mark may be the initials of the person sending that material for filing; the word 'file' or a letter F and the date, a line through the text; or any other previously agreed mark.
3. Indexing – an appropriate caption or name under which the document will be filed is selected.
4. Cross referencing – if a document can be filed under more than one heading a cross-reference sheet is prepared.
5. Coding – every document is marked, i.e. circling or underlining with a coloured felt pen the relevant word to indicate/show how it has been indexed.
6. Sorting – documents going to the same folder/drawer are placed together to avoid time being wasted by having to return to the same file or drawer repeatedly.
7. Filing – documents are stored in the correct file folders.

Surrendering of Petty Cash

Petty cash, also referred to as a petty cash fund, is a small amount of funds that are kept available for companies to use for small purchases which come up from time to time in the course of business operations.

Petty cash funds are small, but they do need to be managed properly. The money should not be mishandled and one should make sure that those little expenses are accounted for.

The Advantages of a Petty Cash Fund

- (a) Keeping a certain amount of money on hand in the form of petty cash is good.
- (b) Allows staff members to make small, authorized purchases without filling out an expense report
- (c) Reduces the need for managers to pay for purchases out of pocket
- (d) Cuts down bookkeeping
- (e) Provides a convenient source of funds

How to Set Up Petty Cash Funds

In setting up petty cash funds, one employee also known as petty cash custodian is responsible for controlling petty cash funds. The custodian will maintain and document all expenses from the petty cash. By giving this responsibility to one custodian, it means that one will retain internal control over the money.

Petty cash float can be set up and should have the maximum, fixed amount of on-hand cash. The amount selected for petty cash fund must be sufficient to cover small expenses over a designated period, usually one month. A petty cash account should also be set up in the asset section of the financial reports..

The custodian is responsible for keeping the petty cash funds in a safe place such as a lockable box only to be accessed when needed. Even though the petty cash account is small, it needs oversight. When the custodian disburses money from the petty cash fund, he or she will write out a petty cash receipt which will be signed by the employee who is receiving the funds. The receipt will also show the amount disbursed and what the fund is being used to purchase.

Establishing Internal Controls for Petty Cash Funds

When setting up a petty cash system for a business or organization, must establish clear and concise conditions so that the money is not misused. It's a good idea to specify what things petty cash can be used for; the petty cash policy should be in writing, and available for review by the management team and employees.

One should ensure that there is a reasonable amount of money in the petty cash fund and that it is enough to meet the company's needs. Always make sure that the custodian replenishes the fund when it is getting low.

As the balance remaining in the petty cash fund becomes too small to be of use, the custodian should tally and summarize the receipts and exchange them for a new check made out to cash to equal the total of the receipts. When the cheque is cashed, the funds will be added to petty cash so that its original level is restored.

If the custodian finds that the petty cash fund is too small that is if the fund needs replenishing every few days, then he or she may increase the float. This would then be recorded in the petty cash accounts. On the other hand, the custodian may find that the fund

amount is excessive. In this case, the surplus petty cash should be taken from the fund and deposited in the company bank account.

2.2.4.4 Learning Activities

Case Study

Some documents cannot be found in the filing system. Draft a report to the Office Manager in which you:

- (a) Identify four likely reasons for this failure
- (b) Describe ways in which these problems can be avoided
- (c) Recommend appropriate action.

Practical Activities

What actions would you take in the following cases?

- (a) A cheque paid in to the company's bankers is returned.
- (b) You have been informed that a cheque sent to a creditor more than a week ago has not been received
- (c) The cashier is absent and unexpectedly your manager brings you cash and cheques at 3.00 p.m. collected from the cashier's workstation. You are asked to make it up for collection by a security company's armored cash transit service at 3.45 p.m.

2.2.4.5 Self-Assessment

1. Most organizations do purchase goods frequently for efficient running of their functions. Once the goods are delivered, there should be proof of delivery. What is the importance of proof of delivery?
2. Why is it important for an organization to maintain accurate records of transactions?
3. Petty cash is a small amount of funds that are kept available for companies to use for small purchases which come up from time to time in the course of business operations. What benefits would an organization get by adopting it?
4. Mwenendega Company Limited ensures that all the purchased items are stored appropriately to secure stock against damage and loss. What best ways would the company adopt to protect the items?
5. Mwea Rice Company undertakes many transactions as they sell their projects. As an experienced Procurement Officer, explain some transaction evidence documents that may be used in their organization?
6. What content is found in a Delivery note?
7. Organizations purchase stocks in large quantities. Every time the items are delivered, there are some details which should be noted. Explain the details.

8. Once an organization purchases product, they expect them to be delivered in good time. However, a time the supply may fail to do so. What steps should the organization take to ensure the goods are delivered?

2.2.4.6 Tools, Equipment, Supplies and Materials

The following resources are provided

- Classroom and classroom resources
- Computers,
- Stationery
- Telephones
- S 12 & S13 forms
- Delivery Book
- Petty Cash Book
- Receipts Books
- Files
- Petty Cash
- Transport Means
- Organizational tag/badge
- Branded Uniform

2.2.4.7 References

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Saleem, N. A., (2008) Office Organization and Practice Simplified. Saleem publications Ltd Print well Industries

Responses to Self- Assessment

- 1. Most organizations do purchase goods frequently for efficient running of their functions. Once the goods are delivered, there should proof of delivery. What is the importance of proof of delivery?**

- (i) It reduces friction and potential dispute between companies and customers.
- (ii) It completes the chain of custody and ensures the package is delivered to the correct recipient.
- (iii) It helps the company to identify potential issues before they become a major liabilities
- (iv) It monitors delivery accountability

2. Why is it important for an organization to maintain accurate records of transactions?

- (i) It assists in preparation of financial statements quickly and accurately.
- (ii) It provides information to enable the control of cash in the business.
- (iii) It provides management information to base business decisions on.
- (iv) It contributes promptly to assessing the financial situation of the business at any time.
- (v) It keeps a good track of the costs of staff and their performance.
- (vi) It measures the business performance against the projections that were originally set down in the business plan.

3. Petty cash is a small amount of funds that are kept available for companies to use for small purchases which come up from time to time in the course of business operations. What benefits would an organization get by adopting it?

- (a) Keeping a certain amount of money on hand in the form of petty cash is good.
- (b) Allows staff members to make small, authorized purchases without filling out an expense report
- (c) Reduces the need for managers to pay for purchases out of pocket
- (d) Cuts down bookkeeping
- (e) Provides a convenient source of funds

4. Mwenendega Company Limited ensures that all the purchased items are stored appropriately to secure stock against damage and loss. What best ways would the company adopt to protect the items?

- (a) Move all deliveries promptly from the goods receiving area to the appropriate storage area.
- (f) Secure the delivery area to prevent unauthorized access by closing and locking doors while absent from the area.
- (g) Ensure store rooms protect stock from contamination as appropriate. The protection is commonly required to guard against damage caused by weather.
- (h) Move the existing items on a shelf to the front, and placing new deliveries behind them putting new stock underneath a stack of existing stock
- (i) Never place stock on the floor. Always put items in their allocated space such as shelf, bin, or cupboard

5. Mwea Rice Company undertakes many transactions as they sell their projects. As an experienced Procurement Officer, explain some transaction evidence documents that may be used in their organization?

- (i) **The invoice:** It is used when demanding or requesting for payment
- (ii) **Statement of account:** It is sent to buyers of goods telling them the type of products they purchased
- (iii) **Receipts of monies:** They are documents written for the purposes of acknowledging payment
- (iv) **Balance sheet:** It is a document that contains the assets and liabilities

- (v) **profit and loss account:** It shows the income and expenditure of a business
- (vi) **Delivery note:** It is like an invoice but is sent when goods are being delivered to the customer. It contains names of the buyer and supplier, date, quantity of product, price and terms
- (vii) **Credit Note:** It shows the amount of money that is supposed to be returned to the customer for damaged goods
- (viii) **A Debit note:** It is sent to the buyer to correct the undercharges

6. What content is found in a Delivery note?

- (a) Names of the buyer and supplier
- (b) Date
- (c) Quantity of product
- (d) Price and terms

7. Organizations purchases stocks in large quantities. Every time the items are delivered, there are some details which should be noted. Explain the details.

- (a) The date and time goods arrived
- (b) The name of the delivery partner and driver
- (c) Check off quantities and description of goods against purchase order
- (d) Note any discrepancies
- (e) Names of the personnel who performed these checks

8. Once an organization purchases product, they expect them to be delivered in good time. However, a time the supply may fail to do so. What steps should the organization take to ensure the goods are delivered?

1. Check the delivery address that was given to the seller.
2. Contact the seller to enquire about the unsupplied product.
3. If the seller claims to have delivered the products, request for resending.
4. If not resent, get a refund.

CHAPTER 3: CUSTOMER CARE

Unit of learning code BUS/CU/OA/CR/03/4/A

Related Unit of Competency in Occupational Standard Handle Customer Care Duties

3.1 Introduction to the unit of learning

Customer care is the process of looking after customers to best ensure their satisfaction and delightful interaction with a business and its brand, goods and services. It mainly deals with handling customers. This unit covers the competencies required to handle customer care duties, and the duties involves welcoming and directing visitors, preparing and serving office refreshments, responding to clients' enquiries and maintaining a conducive working environment.

3.2 Summary of Learning Outcomes

1. Prepare and serve office refreshments
2. Respond to client's enquiries
3. Maintain a conducive working environment

3.2.1 Learning Outcome 1: Prepare and serve office refreshments

3.2.1.1 Introduction to the learning outcome

This learning outcome specifies the content of competencies required to prepare and serve office refreshments. It includes definition of terms related to principles of customer service, types of refreshments, procedures of preparing refreshments, procedures of serving refreshments, types of office kitchen tools and equipment, handling kitchen ware, tools and equipment, office etiquette, service etiquette, hygiene, personal grooming, office and table set up, floral arrangement, office security and safety.

3.2.1.2 Performance Standard

- 1.1 Hot beverage are Prepared and served as per standard operating procedures and workplace policy.
- 1.2 Other office refreshments are served as per workplace policy.
- 1.3 Kitchen ware and equipment are used as per manufacturer's instructions.
- 1.4 Office kitchen ware and equipment are cleaned and maintained as per standard operating procedures and workplace policy.

3.2.3.1 Information Sheet

Definitions of terms

- *Customer*: a person who buys goods or services from a shop or business.
- *Customer service*: is the support you offer your customers — both before and after they buy and use your products or services — that helps them have an easy and enjoyable experience with you
- *Refreshments*: are drinks and small amounts of food that are provided, for example, during a meeting or a journey
- *Kitchen tools* are Useful, multipurpose utensils that make cooking enjoyable
- *Kitchen ware*: the utensils used in a kitchen.
- *Office etiquette*. is a code that governs the expectations of social behavior in a workplace

- *Service etiquette*: is a conduct that is acceptable to customers and behavior that encompasses the expectations customers have when doing business with the company
- *Hygiene*: conditions or practices conducive to maintaining health and preventing disease, especially through cleanliness.
- *Personal grooming*: is the term for how people take care of their body and appearance

Principles of Customer Service

The key to good customer service is building good relationships with your customers. Thanking the customer and promoting a positive, helpful and friendly environment will ensure they leave with a great impression. A happy customer will return often and is likely to spend more.

To ensure you provide the best customer service:

- Know what your customers consider to be good customer service
- Take the time to find out customers' expectations
- Follow up on both positive and negative feedback you receive
- Ensure that you consider customer service in all aspects of your business
- Continuously look for ways to improve the level of customer service you deliver.

The following are some of the main principles of good customer service

Customer relationships

To build good customer relationships you need to:

- Greet customers and approach them in a way that is natural and fits the individual situation
- Show customers that you understand what their needs are
- Accept that some people won't want your products and concentrate on building relationships with those who do
- Help people - even just letting a customer know about an event that you know they're personally interested in is helpful
- Continue to keep customers aware of what's in it for them to do business with you.

Staff: If you want to provide the best customer service, all of your staff need to have good communication and sales skills. You will also need to show leadership by personally providing excellent customer service at all times. Learn more about the sales process.

Complaints: Listen to customer complaints; you may learn something about your product or service. Let customers know that you appreciate feedback.

Overcome any objections. Listen to what the customer is objecting about (often price, merchandise or time). Confirm the validity of each concern and offer a solution. Find out more about managing customer complaints.

Products: Know your products - where everything is located, brand names, place of manufacture and price. The more

you know, the more confidence you can build in the customer.

Recognize product features. Turn these features into benefits for the customer. Ensure your staff can tell customers about the product features and benefits.

Speed: Speed or responsiveness shows up in almost all studies as a main determinant for service quality. According to a Warwick University study, responsiveness has the highest impact on both customer satisfaction (fast response) and dissatisfaction (slow response). So if you want to improve your service, responsiveness is a good place to start. You can track various types of service speed, like:

- **First response time.** How quickly a customer receives a response on her inquiry. That doesn't mean the issue is resolved, but it's the first sign of life – showing the customer that she's been heard.
- **Average response time.** The total average time between responses. If your email ticket was resolved with four responses, with respective response times of 10, 20, 5, and 7 minutes, your average response time is 10.5 minutes.
- **Problem resolution time.** The average time before an issue is resolved.
- **First contact resolution ratio.** The number of issues resolved through a single response, divided by the number that required more responses. According to a Forrester research, first contact resolutions are an important customer satisfaction factor for 73% of customers.

1. Accuracy

Besides being fast, your service answers should, obviously, be correct. Johnston's study shows that customers regard accuracy as the minimum. It won't raise customer satisfaction, but inaccuracy definitely causes dissatisfaction.

2. Clarity

Clarity is about how processable your communication is. When accuracy is the *what*, clarity is the *how*.

Importance of Customer Service

- Customer retention is cheaper than customer acquisition
- Customer service represents your brand image, mission, and values.
- Happy customer service employees will create happy customers.
- Happy customers will refer others.
- Good customer service encourages customers to remain loyal.
- Customers are willing to pay more to companies who offer better customer service.
- Customer service employees can offer important insights about customer experiences.
- Customer service grows customer
- Proactive customer service creates marketing opportunities.
- Excellent customer service is a competitive advantage.

Find out more about customer service <https://youtu.be/WnQ7L4WFrcQ> and https://youtu.be/tn0veQ7_stI

Disadvantages of Bad Customer Service

- A Damaged Reputation
- Leads Don't Convert
- Your Customer Lifetime Value Drops
- You Lose Your Best Employees
- You Enter a Profit-Sucking Cycle

Types of refreshments.

Morning refreshments:

- Coffee, with and without caffeine
- Cocoa
- Hot water for regular tea and herb tea
- Donuts and pastries
- Fruit
- Bagels
- Yogurt

Afternoon refreshments:

- Sodas, with and without caffeine; diet and regular
- Cookies, offer a variety for different tastes
- Vegetables and dip
- Soft pretzels and mustard
- Bottled water
- Coffee, with and without caffeine

Procedures of preparing refreshments

Since we have different types of refreshments, each refreshment is prepared differently from the other. The way you prepare tea with milk is different to the way you prepare coffee with cold water or milk.

1. How to Make Cold Brew Coffee

1. Grind your coffee beans to a medium coarse consistency.
2. Add the ground coffee beans plus four cups of water to a mason jar or other glass storage container.
3. Steep this coffee for 12-15 hours on your countertop.
4. Strain the coffee through a fine mesh sieve or nut milk bag.
5. Pour the strained cold brew concentrate into a clean mason jar or other container and refrigerate.
6. Enjoy the cold brew coffee over ice or with your favorite milk or creamer.



Figure 1: Sample of coffee

How to Prepare Tea

Ingredients

- Water
- Whole milk
- For extra flavour, take spice/seasoning such as Tropical Heat 's Tea Masala (ground ginger, cinnamon, cloves, cardamon, black pepper and nutmeg)

Steps

1. Mix the water and milk into the pot.
2. Set it up on the stove and bring the mixture to a boil.
3. Add a spoonful of tea leaves and stir to mix it all around
4. Cover the pot and wait 3-5 minutes.
5. Filter into a thermos, teapot or jug using a tea strainer/sieve.
6. Pour into a cup, add sweetener and enjoy your tea

How to Prepare Coffee

Make sure have all of the provided ingredients below.

- Coffee grounds
- Coffee filters
- Sugar
- Creamer
- Coffee pot
- Cleaning supplies

Steps

- Placing Filter
- Place the coffee grounds in the filter.
- You will need to place 4 tablespoons of coffee grounds for 8 cups.
- Make sure the coffee grounds are evenly spread in the filter
- Add water to your coffee pot.
- Fill the water to line 8 for 8 cups.
- Place coffee pot back on burner with handle turned.
- Turn the coffee pot on to check the settings
- Tap the select/off button to see what settings are on
- Choose whether you want your coffee strength strong or regular
- Make sure you tap the select/off button once to brew now; twice to delay brew.

- We will brew now.
- Tap the select/off button once to turn on your coffee pot.
- Make sure the right strength is on
- Make sure the brew now light is on
- Make sure the glass light is on
- Your coffee will brew, once your coffee is done brewing you can finish up by fixing a cup of coffee and enjoying!

Procedures of Serving Refreshments

How to serve

Provide plates, napkins, spoons and forks, cups, party picks, serving containers, tablecloths, and other utensils necessary for serving and eating the refreshments. If people have to balance plates on their laps, offer spill-proof, small foods that are easy to handle. Also remember condiments such as creamer and sugar and salt.

Serving Tea & Coffee to Guests - Service Standards

- All hot beverages must be of the best quality and to be served at the right temperature.
- A choice of brown, white and sugar substitute should be given.
- Tea should be served with loose leaves (unless tea bag is requested, except herbal tea).
- The server should ask the guest if he / she wants the tea with strong or weak or medium taste.
- Iced coffee and iced tea must be served cold, and hot coffee and tea must be served hot.
- Skimmed milk/ cream is should be available upon request.
- Coffee, tea, cappuccino, espresso, café latte must be served in its respective cup.
- Brown sugar/coffee crystal for all kinds of coffee, white sugar for teas.
- Sugar substitute should also be available.
- Cappuccino must be served with foam above the top of the cup.
- All cups/ glasses must be clean with no marks, chips or lipstick.

Equipment's required for Tea and Coffee Service:

For Tea service:

- Tea cup and saucer.
- Tea strainer and spoon.
- Tea pot, hot water jug,
- Hot milk jug.

For Coffee service:

- Coffee cup and saucer
- Tea spoon.
- Hot milk jug.
- Sugar substitute.

Tea Coffee Service Procedures:

- Heat up the milk and put in a milk jug (cold milk for Ice coffee or tea).
- Prepare sugar bowl, milk jug, teaspoons and coffee/tea saucers OR Straw, Stirrer, Sugar Syrup on a tray.

- Brew coffee or tea / Pour coffee or Tea into a full glass of ice in long glass (For Ice Tea or Coffee).
- Place the sugar bowl / milk jug / sugar in the middle of guest table. (From the right side of the guest)
- Always serve hot coffee and tea with cookie.
- The cup handle must face towards to right hand side and tea spoon must place at right sides corner.

Find out more on how to serve refreshments <https://youtu.be/8Ht7rJk1U3Q>

Types of office kitchen tools and equipment

- **Tea Cups** is a porcelain cup that is *used* to hold liquid for drinking. It is usually *used* for drinking tea
- **Glassware** is used to refer to all types of drinkware's
- **Cutlery** usually means knives and related cutting instruments
- **Pans** a broad, shallow container of metal, usually having sides flaring outward toward the top, used in various forms for frying, baking, washing
- **Plates** a shallow, usually circular dish, often of earthenware or porcelain, from which food is eaten.

Find out more on kitchen tools and equipment on this video <https://youtu.be/FccOg9rVr-U>
Handling kitchen ware, tools and equipment

Safety procedure in handling kitchen equipment.

We understand that the kitchen is a very dangerous place to work in; a chef is dealing with fire, electric machines, sharp blades and hot liquids etc. Chef must follow all the safety procedures and instructions. Following are some points which must be taken care of seriously:

- A knife should never be left in the sink of water as it is bad for the blade and also presents safety hazards to other person putting hands in the water.
- Hold the knife away from the body and make sure the blade faces downward to avoid injury to self and to others.
- A duster should be folded to the size of the chopping board and firmly placed under the chopping board to avoid slipping.
- Instructions manual given with the machines must be read and pasted near the machines on the wall.
- Machines having sharp blades like buffalo chopper, while cleaning or wiping, one must ensure that power supply is stopped.
- While handling hot plates or trays either dry dusters or appropriate gloves should be used.
- Wipe hands properly before handling the electric equipment.
- Gas supply should be turned off if not required.
- Enough space should be ensured for the staff before installing any machine.
- Heavy equipment s should not be carried alone.
- First aid box should be placed in the kitchen.

- Equipment s should be used of an appropriate size and shape.
- Store knives in a wooden block or in a drawer.
- Never cook in loose clothes and keep long hair tied back. You don't want anything accidentally catching fire (not to mention hair ending up in the food!).
- Never cook while wearing dangling jewelry. A bracelet can get tangled around pot handles.
- Keep potholders nearby and use them! Be careful not to leave them near an open flame.

Office etiquette.

Work **etiquette** is a code that governs the expectations of social behavior in a workplace. Work **etiquette** includes a wide range of aspects such as body language, good behavior, appropriate use of technology, etc. Part of **office etiquette** is working well with others and communicating effectively. Etiquette include:

1. **Respect another's need to work.**

Just because others are sitting nearby doesn't mean they are available for conversation at all times. Respect one another's privacy. Act as if there is a door between you and if they appear to be busy, ask if they have a moment to talk.

2. **Be aware of smells.**

Within a tight space smells can be magnified, so use consideration when packing your lunch or snacks. Try to eat meals in the kitchen, break room or outside, rather than at your desk. Since many people have allergies to scents, forgo wearing perfumes, cologne or strong after shave to the office. Pay attention to your personal grooming as well. Unfortunately, common sense is not so common anymore.

3. **Keep noise and distractions to a minimum.**

Noisy conversations (either between workers or on the telephone) or habits such as tapping on the desk, fidgeting or getting up and down often can create an annoying distraction to those trying to concentrate. If you want to listen to music, podcasts or videos, use headphones or ear buds.

4. **Be tidy.**

Your messy desk can be a distraction to others and will detract from the professional image your organization is trying to establish. Keep your belongings confined to your own personal space and tidy up your immediate area each day before leaving work. If you share a desk, be sure to clear away any personal items like coffee cups and office supplies.

5. **Respect another's space.**

Just because another's workspace is within reach of your desk doesn't make it common domain. Treat each person's space as if it was a private office. Do not help yourself to anything on their desk or in their area. Ask first or go to the supply closet if you need a pen or a stapler.

6. **Don't come to work sick.**

When you work in close quarters, it is easy to transfer germs. Stay home if you are sick. It's good hygiene to cover your mouth when you cough, keep hand sanitizer on hand, don't leave used tissues around, and wipe down the desk, computer keyboard and phone from time to time to help prevent germs from spreading.

7. **Be considerate.**

Respect is key when working in an open-office environment. Act respectful and expect others to act in the same way. Set rules of conduct and reiterate boundaries when they are crossed. It's best to address problems and concerns directly and diplomatically before they escalate.

8. Be tolerant.

The open-office environment brings together myriad personalities, with different styles. Be tolerant of these differences and find ways to adapt. Everyone is not going to agree with you one hundred percent of the time. Keep an open mind, listen with the intent to learn and focus on the positive aspects of your job.

9. Think like a team.

In order to maintain a cohesive team, do not spread gossip, cause another to feel like an outcast, or grumble about petty things. Hold regular meetings to set goals, share ideas and talk about concerns.

Service etiquette.

Customer Service Etiquette (1): The Basic Rules

Many customers say that friendly customer service reps can keep them using the company's product or service. Consequently, the customers would likely switch the brand because they have a bad experience with rude or unhelpful customer service agents.

So, you need to understand some basic etiquette when interacting with your customer.

- Always think before you speak or type.
- Begin and end every encounter on a positive note.
- Address your clients by their name.
- Keep your customers informed.
- Treat the customers with respect and empathy.
- Learn how to handle angry customers.
- Stay professional no matter what.
- Make the customers feel valued and appreciated.
- Say **Thank You** and **please** graciously.
- Follow up if necessary.

Customer Service Etiquette (2): What to Say and What to Avoid

Choices of words is very important. The customers can get a very bad impression when the customer service agents use certain phrases.

For example:

- Phrases to avoid: "Sorry about that;" instead to say: "My apologies."
- You should not say: "I don't know"; what to say: "I may not know now, but I will find out for you."
- Phrases to avoid: "Unfortunately no"; you should tell the customer: "I'm sorry, that's not something that we can offer. However, what we can offer is ____."
- Phrases to avoid: "Please calm down." what to say: "I can understand why you'd feel that way. Let's see what we can do now."
- Phrases to avoid: "No problem"; what to say: "You're welcome"

Hygiene.

It refers to conditions or practices conducive to maintaining health and preventing disease, especially through cleanliness. Hygiene is a series of practices performed to preserve health. According to the World Health Organization (WHO), "Hygiene refers to conditions and practices that help to maintain health and prevent the spread of diseases. Personal hygiene refers to maintaining the body's cleanliness.

1. Wash hands.

Making sure your hands are clean is at the top of the kitchen hygiene rules list. It's easy for bacteria to be transferred, so wash your hands throughout prepping and cooking food.

2. Thoroughly cook foods.

One of the most important food hygiene rules is to ensure food is cooked properly. If undercooked, harmful bacteria could lead to food poisoning.

3. Correct food storage.

Proper cooking is only the first of the essential food hygiene rules. Another one of the most important food hygiene rules in the kitchen is safe storage. Make sure leftovers or open food packets are covered with cling film or sealed in a plastic container. Don't put warm food into the fridge, and keep your fridge clear of any items that are out of date.

4. Wipe down counter tops.

Wiping kitchen counter tops after every use is one of the easiest (and most essential) basic kitchen hygiene rules. You'll not only be keeping things clean and tidy, you'll be stopping the spread of bacteria, too.

5. Food hygiene rules: don't cross-contaminate.

If you've ever had food poisoning, you'll understand why avoiding cross-contamination is high on the list of basic kitchen hygiene rules. Use different boards for cutting fish, meat, vegetables, dairy or bread and never leave edible food next to raw meat. These simple kitchen hygiene tips will help avoid the spread of potentially poisonous bacteria.

6. Clean your chopping board after use

Bits of food left on a chopping board will soon breed bacteria, so scrubbing down your board immediately after use is vital to stop them spreading. Quick, easy and essential, cleaning chopping boards is one of the most basic kitchen hygiene rules.

Personal grooming

Grooming (also called **preening**) is the art of cleaning, grooming, and maintaining parts of the body. It is a species-typical behavior.

Personal grooming refers to an art which helps individuals to clean and maintain their body parts. Human beings need to wash, clean their body parts to look good and for personal hygiene as well. Personal grooming helps in enhancing an individual's self-esteem and also goes a long way in developing an attractive personality.

Personal grooming does not mean applying loads of makeup and wearing expensive clothes. It refers to cleaning and maintaining each and every body part for a pleasing appearance. No one likes to talk to someone who is dirty and does not take care of personal hygiene and grooming. Habits that are considered personal grooming include bathing, dressing, applying make-up, hair removal, and taking care of one's teeth and skin. A person's personal grooming routine may determine how he or she feels about themselves, and how other people perceive him or her. One of the most important aspects of personal grooming is bathing regularly. While bathing, a soap product should be used to clean the body. Hair should be cleansed using a shampoo, and a hair conditioner may be applied. Hair should be kept clean and combed daily. Regular haircuts

usually keep hair healthy and in good condition. Hair can be styled in many different ways using a variety of different styling products.

Office is a place where clerical operations are carried on.

Office set-up is the systematic arrangement of positions in the office to enable office personnel to work as a team. It is the framework within which office employees work for attaining the objectives of the office. It is the process of dividing the activities of the office into departments, assignment of duties to each department and providing necessary facilities to the personnel.

Significance of office set-up.

A planned organization establishes a harmonious relationship between people, work and resources. In a good organization, every employee knows what he is to do, and performs this work with speed, accuracy and economy. It co-ordinates the efforts of different individuals and ensures commonness of purpose. The importance of office organization is described below:

(a) Facilitates management of office work: In a small office, the manager can supervise the office work personally. But in a large organization, the work has to be distributed and supervisors can be appointed to supervise the work on behalf of the office manager.

(b) Delegation of authority: In a properly planned office organization the manager assigns some of the duties to his subordinates. Delegation of authority of routine work is necessary for efficient flow of work.

(c) Stimulates creativity: In a well-organized set up, each individual has specific duties, his own area of activity and power. It stimulates creativity and initiative in the individual and he may explore new methods of doing the job.

(d) Facilitates development of office personnel: Proper organization of office is a Pre-requisite for division of labor and specialization. It facilitates growth of office personnel to the maximum extent in the area of their duties.

Floral arrangement.

Enhancing the beauty of flowers with artistic arrangement is the art of flower arrangements.

Types of Flower Arrangements

- **Floral Bouquets:** Floral bouquets are simple and easier to assemble than a formal flower arrangement. Bouquets made of roses are the most popular, followed by carnations, gerbera daisies and chrysanthemums.
- **Table Centerpieces:** Centerpieces are nothing but the normal floral arrangements, designed to be placed on tables when dinners are hosted on such occasions like Thanksgiving Day, Christmas, etc. You can convey a theme for the occasion using a memorabilia or traditional decorations. The buffet table lends itself to an elaborate still life of flowers, fruits and vegetables.
- **Floral Baskets:** Floral baskets are flower arrangements done in baskets of varied depths. Flowers for the floral baskets should therefore be chosen on the basis of the depth of the basket. They are very popular as gifts on special occasions like Christmas, Mother's Day, etc. Cornucopia is a horn-shaped wicker basket typically filled with various kinds of festive fruits and vegetables, which is very popular as a gift on Thanksgiving Day.
- **Floral Wreaths:** A floral arrangement in the form of a circular garland, usually woven of flowers and foliage, that traditionally indicates honor or celebration. Wreaths are especially

very popular on funerals as a symbol of honoring the deceased. Besides, they are also very much used on occasions like Thanksgiving Day and Christmas to welcome the guests as welcome wreaths when dinners are hosted.

Office security and safety.

To maintain healthy and safe conditions in the office the employee is required to:

- Keep their immediate work area free from hazards.
- You should recognize and report promptly any hazards.
- Report and record accident accurately.
- Follow operating instructions for the use of equipment's.
- Observe regulations and guidelines.

Health and Safety in the Office.

Most employers recognize that consideration of the welfare of employees is important and there are statutory requirements to ensure that minimum levels of health and safety are observed. One of the main laws which relate to health and safety is the:

Health and Safety at Work Act – 2007

Under this Act the employer must provide: -

- A safe place of work with safe access and exit
- Safe equipment (including efficient maintenance).
- Safe systems of work.
- A safe working environment (as specified in the Workplace (Health, Safety and Welfare)).
- Safe methods for handling, storing and transporting goods.
- First-aid facilities governed by the Health and Safety (First Aid) Regulations.
- Reports of accidents
- Instruction, training and supervision of safe practices
- Consultation with a view to making and maintaining effective arrangements for promoting health and safety.
- Where appropriate, a written statement on health and safety and the means of carrying out that policy.

Place (Health, Safety and Welfare) Regulations - 2007

Under these regulations and related codes of practice the employer must provide:

Maintenance of equipment: Regular maintenance (including, as necessary inspection, testing, adjustment, lubrication and cleaning) must be carried out at suitable intervals.

Ventilation: Effective suitable provision of ventilation must be provided.

Temperature: There must be a reasonable temperature in workrooms, i.e. at least 16 degrees Celsius unless much of the work involves severe physical effort in which case the temperature must be at least 13 degrees Celsius. Thermometers should be available to be used for this task.

Lighting: There must be suitable and sufficient lighting to avoid eyestrain

Cleanliness: Every workplace and the furniture furnishings and fittings must be kept sufficiency clean. Floors and indoor traffic routes should be cleaned at least once a week.

Office Space: There must be sufficient floor area, height and unoccupied space for the purpose of health, safety and welfare.

Seating: A suitable seat must be provided for each person at work in the workplace whose work includes operations of a kind where the work can or must be done sitting.

Workstations should be arranged so that each task can be carried out safely and comfortably.

Sanitary convenience: Suitable and sufficient sanitary conveniences should be provided at readily accessible places.

Washing facilities: Suitable and sufficient washing facilities must be provided at readily accessible places. They should include a supply of clean hot and cold water.

Drinking water: An adequate supply of wholesome drinking water must be provided for all persons at work in the workplace.

Accommodation for clothing: Suitable and sufficient accommodation must be provided for clothing.

Facilities for rest and meals: Suitable and sufficient rest facilities and places for employees to eat meals should be made available.

Other Laws, which relate to health and safety, are:

- Factory Act 2007
- Offices, Shops and Railway Premises Act 2007

It is probably reasonably easy to think of examples of accidents, which would happen in the office. Almost all of office accidents are due to falls either on the floor or on the stairs.

Next comes lifting and handling of materials and equipment which is responsible for much back strain which is common reason for absence from work. Other typical accidents in offices are caused by stepping on, striking against, and dropping things, machinery and by electric shocks.

Typical examples are: -

- Falling over trailing wires
- Leaving drawers open and subsequently bumping into them
- Falling over obstacles on the floor
- Falling from chairs and desks used to put or get things from the shelves, instead of using steps and ladders
- Tampering with electric equipment which causes electric shock.
- Failing to report faults such as; loosed damaged cables, loose floor tiles torn carpets etc.
- Not watching where one is going to
- Failing to clean up spills
- Failing to extinguish cigarettes.

The organization has to monitor health and safety at work and must introduce some form of:

- Regular control and checks such as; examining air conditioning.
- Monitoring fresh air supplies.
- Checking lighting levels
- Measuring noise emission
- Checking temperature and humidity
- Checking fire-fighting apparatus
- Inspecting, kitchen staff, restaurants and rest rooms

Office Security

This is a major problem for the office manager especially in large organization. Everyday risk of pilferage or theft of maybe cash or materials; terrorist activities; hold up for hours etc.

Causes of Security Hazards

- No check of unauthorized personnel
 - Unguarded entrance
 - Living Windows Open
 - Access of All Confidential Documents of All Kinds
 - Coping of Confidential Document by Unauthorized Person
 - No Security vetting
- More information on security and safety <https://youtu.be/clA8hXqfZrk>

Security measures

Some major security measures which are likely to be effective in most cases are briefly indicated below:

Safeguarding the premises

- All doors, windows and skylights should be closed and barred after office hours. Doors should be locked and the keys should be in the custody of a security office. Duplicate and master keys should be in the custody of a senior officer.
- A foolproof burglar alarm system should be installed to alert the security staff and the local police station against attempts to break.
- The compound should be regularly patrolled by security staff or night watchmen. Guard dogs or patrol dogs may be used in addition to periodic rounds by security men.

Regular entry of visitors

- Entry of visitors should be checked at the entrance. No one should be allowed in unless he is personally known to the person he wants to see or can produce identity card bearing his photograph
- There should preferable be only one entrance for visitors. If there are more than one entrance, each such point must be manned by security men.
- Unless well-known to the office, a visitor should be allowed to visit only the department he has business with.
- Preferable each visitor should be provided with a pass, which he should carry throughout the visit and return to security men when leaving the office.
- Brief-cases of visitors should be checked at the entry point. In the alternative, visitor should be requested to leave their brief-cases and other packages at the entrance with security men.

Security regulations for the staff

- Each member of the staff should be vetted for security at the time of recruitment.
- Each employee should be issued an identity card with photograph and signature of the person concerned.
- Security regulations for the staff should be framed carefully in consultation with the representatives.
- Each employee irrespective of seniority should be asked to identify himself or herself to the security staff by producing of identity card while entering or leaving the premises.

- Regulations should provide for checking of brief-cases and packages of staff at the time of entry and exit.

Protecting confidentiality of mail and communication system

- Use of Post Box and Post Bag may be introduced while taking delivery of mail from the post office. All confidential mail should be handled only by senior staff
- Telephones should be fitted with mechanical or electronic devices to prevent telephone tapping by rival manufactures.

3.2.1.3 Learning Activities

Practical activities

Prepare and serve office refreshment (coffee) for 10 members of a meeting in your organization

Field/Visit to a nearby five-star hotel

Table 9: Field visit to nearby five-star hotel

Visit Objective/Aim	Indicators	Special Instruction
To see different ways of preparing refreshments and serving refreshments.	- Methods used to prepare refreshment - how to serve refreshments	Must indicate different methods of preparing refreshment as in food and beverage.
To see different Types of office kitchen tools and equipment used in preparation of beverages	- Names and functions of the kitchen tools and equipment.	Must be approved

3.2.1.4 Self-Assessment

1. Elimu college has a meeting in the board room. Mary who is in charge of customer care has been asked to serve refreshment. Advise her on how she can serve refreshments to the members?
2. As an office assistant, you are in charge of serving office refreshments to clients, what types of office refreshments should you serve to the clients.
3. A junior officer in your section has just been asked to prepare tea with milk to be served during a meeting.
 - i. What are the steps she should follow when preparing the tea?
 - ii. What are the procedures of serving office refreshments?
4. As an office manager, what measures should you put into consideration to ensure office safety
5. As an office assistant, at Mlolongo enterprise you have been asked to give a brief speech to new employees on office etiquette. What are the personal habits that constitute to acceptable office etiquette?

3.2.1.5 Tools, Equipment, Supplies and Materials

The following resources are provided:

- Kitchen ware, tools and equipment
- A functional office with a kitchen
- Office cleaning detergents
- Refreshments
- Visitors book
- Files
- Telephone directory
- Message pad
- Office wall clock
- Floral vase and flowers

3.2.1.6 References

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Responses to Model Questions

1. Elimu College has a meeting in the board room. Mary who is in charge of customer care has been asked to serve refreshment. Advise her on how she can serve refreshments to the members?
 - Provide plates, napkins, spoons and forks, cups party picks.
 - In morning refreshments start with coffee, hot water, fruit
 - Afternoon refreshments start with sodas, cookies, offer a variety for different type.
 - Tastes vegetable and dip and Bottled water
2. As an office assistant, you are in charge of serving office refreshments to clients, what types of office refreshments should you serve to the clients.
 - Fruit juice
 - Milk
 - Alcoholic drinks
 - Non-alcoholic drink
 - Water
3. A junior officer in your section has just been asked to prepare tea with milk to be served during a meeting.
 - i. What are the steps she should follow when preparing the tea?

Ingredients

- Water
- Whole milk
- For extra flavour, take spice/seasoning such as Tropical Heat's Tea Masala (ground ginger, cinnamon, cloves, cardamon, black pepper and nutmeg)

Steps

1. Mix the water and milk into the pot.
 2. Set it up on the stove and bring the mixture to a boil.
 3. Add a spoonful of tea leaves and stir to mix it all around
 4. Cover the pot and wait 3-5 minutes.
 5. Filter into a thermos, teapot or jug using a tea strainer/sieve.
 6. Pour into a cup, add sweetener and enjoy your tea
- ii. What are the procedures of serving office refreshments?
- Heat up the milk and put in a milk jug (cold milk for Ice coffee or tea).
 - Prepare sugar bowl, milk jug, teaspoons and coffee/tea saucers OR Straw, Stirrer, Sugar Syrup on a tray.
 - Brew coffee or tea / Pour coffee or Tea into a full glass of ice in long glass (For Ice Tea or Coffee).
 - Place the sugar bowl / milk jug / sugar in the middle of guest table. (From the right side of the guest)
 - Always serve hot coffee and tea with cookie.
 - The cup handle must face towards to right hand side and tea spoon must place at right sides corner.
4. As an officer manager, what measures should you put into consideration to ensure office safety?
- Each member of the staff should be vetted for security at the time of recruitment.
 - Each employee should be issued an identity card with photograph and signature of the person concerned.
 - Entry of visitors should be checked at the entrance. No one should be allowed in unless he is personally known to the person he wants to see or can produce identity card bearing his photograph
 - There should preferable be only one entrance for visitors. If there are more than one entrance, each such point must be manned by security men
5. As an office assistant, at Mlolongo enterprise you have been asked to give a brief speech to new employees on office etiquette. What are the personal habits that constitute to acceptable office etiquette?
- Respect another's need to work.
 - Keep noise and distractions to a minimum.
 - Respect another's space.
 - Be considerate.
 - Be loyal and committed to the job

3.2.2 Learning Outcome 2: Respond to client's enquiries.

3.2.2.1 Introduction to the learning outcome

This learning outcome specifies the content of competencies required to respond to client's enquiries. It includes definition of terms related to standard operating procedure for responding to enquiries, types of clients, handling and directing callers/visitors; office communication etiquette, maintaining visitor's records.

3.2.2.2 Performance Standard

- 2.1 Telephone calls are received and recorded as per workplace policy.
- 2.2 Visitors are received, queries addressed or escalated as per workplace policy.
- 2.3 Visitors are received and directed based on nature of enquiry as per workplace policy.
- 2.4 Office deliveries are received, recorded and directed as per workplace policy
- 2.5 Feedback to clients is provided as per workplace policy.
- 2.6 Feedback from clients is collected and recorded as per workplace policy.
- 2.7 Professionalism is maintained in handling clients' enquiries as per standard operating procedures and workplace policy.

3.2.2.3 Information sheet

Definitions of terms

- *Office deliveries*: This is the action of delivering letters, parcels, or goods in an office
- *Clients*: a person or organization using the services of a lawyer or other professional person or company.
- *Outsourced workers* the practice of having certain job functions done outside a company instead of having an in-house department or employee handle them; functions can be outsourced to either a company or an individual
- *Office communication etiquette* is a term that refers to the conventions and norms of social behavior. They are accepted codes of conduct with respect to interpersonal **communication**. Some example forms of **etiquette** with respect to **communicating** with others might include: Looking into someone's eyes as you talk with them.
- *Visitor's records* a thing constituting a piece of evidence about the past, especially an account kept in writing or some other permanent form for the visitor.

Respond to client's enquiries.

Enquiries may be made in person, by email, fax, telephone or mail. No matter what the source and nature of the enquiry, you or your staff need to:

- Respond in an informed and positive manner.
- Maintain a professional and confidential approach at all times.
- Comply with privacy legislation.
- Have a clear understanding of your level of authority.
- Know when to forward an enquiry.

Knowing where to find information is a key component in being able to respond to enquiries. The first source of information should always be your organization's policies and procedures.

Types of clients

1. **The Gabbo Client:** A Gabbo Client is someone who hires you to help out with their site, and when you take a look at the site you have no idea what the hell they're selling, what the site's purpose is, what it's focusing on, or why it even exists.
2. **The Lumbergh Client:** A Lumbergh Client is someone who is unfazed by your efforts and instead needs you to "go ahead" and make a bunch of ridiculous changes to their site, even if you're only providing consulting work.
3. **The Flatter but Client:** Flatter butts are people who flatter you, then follow it up with a "...but..."
4. **The Jessie Spano Client:** Jessie Spano Client is someone who initially is "so excited" to work with you but ultimately gets overwhelmed by all the changes that you recommend and has a massive freak-out from the stress of having to do a complete site overhaul.
5. **The Brainy Smurf Client:** This type of client fancies himself an expert on Internet marketing despite actually knowing very little. He usually latches onto a buzz word he's just heard and spouts nonsensical information in a smug, know-it-all fashion:

Handling and directing callers/visitors.

How to answer calls.

1. Answer all incoming phone calls before the third ring.
2. When you answer the phone, be warm, enthusiastic, and professional. Your voice on the phone is sometimes the only impression of your company a caller will get.
3. When answering the phone, welcome callers courteously and identify yourself and your organization immediately. Say, for instance, "Good morning. Cypress Technologies. Susan speaking. How may I help you?" Don't just say "Hello". No one should ever have to ask if they've reached such and such a business.
4. Enunciate clearly, keep your voice volume moderate, and speak slowly and clearly when answering the phone so your caller can understand you easily.
5. Control your language when answering the phone. Don't use slang or buzzwords. Instead of saying, "OK", or "No problem", for instance, say "Certainly", "Very well", or "All right". If you're a person who uses fillers when you speak, such as "uh huh", "um", or phrases such as "like" or "you know", train yourself carefully not to use these when you speak on the phone.
6. Train your voice and vocabulary to be positive when phone answering, even on a "down" day. A positive vocabulary is one that focuses on helping the customer. For example, rather than saying, "I don't know", say, "Let me find out about that for you."
7. When you answer the phone, take phone messages completely and accurately. If there's something you don't understand or can't spell, such as a person's surname, ask the caller to repeat it or spell it for you. Then make sure the message gets to the intended recipient.
8. If people have had to leave you messages, answer all your phone calls within one business day. I can't emphasize this one enough. Remember the early bird? The early caller can get the contract, the sale, the problem solved... and reinforce the favorable impression of your business that you want to circulate. Few things annoy callers trying to reach your business more than unreturned calls.

9. Always ask the caller if it's all right to put her on hold when answering the phone, and don't leave people on hold. Provide callers on hold with progress reports every 30 to 45 seconds. Offer them choices if possible, such as "That line is still busy. Will you continue to hold or should I have to call you back?"
10. Don't use a speaker phone unless absolutely necessary. Speaker phones give the caller the impression that you're not fully concentrating on his call, and make him think that his call isn't private. The only time to use a speaker phone is when you need more than one person to be in on the conversation at your end. Ask the caller if you may put them on speaker phone before you do it.
11. If you use voice mail or an answering machine to answer calls when you can't, make sure that you have a professional message recorded, that does the same thing as tip #3, and gives callers any other pertinent information before it records their messages. Update your voice mail message as needed. For instance, if your business is going to be closed for a holiday, update your voice mail message to say so and to say when your business will reopen.
12. Train everyone else who may answer the phone to answer the same way, including other family members if you're running a home-based business. Check on how your business's phone is being answered by calling in and seeing if the phone is being answered in a professional manner. If they don't pass the test, go over this "how to answer the phone" list with them to make sure that everyone at your business knows how to answer phone calls properly.

Handling and directing visitors.

1. Project professionalism

Remember that you're one of the company's most important assets. As receptionist, you're a gatekeeper, but you're also charged with giving visitors their first taste of the office culture. By projecting a professional, capable demeanor, you imply that guests' experience with the business as a whole will follow suit.

2. Greet all visitors loud and clear

While it seems self-evident, plenty of front-desk workers mumble their salutations. Saying "Good morning" or "Good afternoon" in a steady, audible tone imparts an air of capability sure to be appreciated by all office visitors.

3. Ask visitors whom their appointment is with

Assuming a guest is there to see the wrong person suggests inefficiency, something no one in your business wants that person to feel going into a professional exchange with your company.

4. Ask for the visitor's name and note the pronunciation

This way, when you alert a member of your office that their visitor is on site, you'll also guarantee they know how to address the visitor, in case he or she has a name with a unique pronunciation.

5. Keep the visitor informed

After you've notified a colleague that their visitor has arrived, let the visitor know you've done that ("Mr. Fox will be with you shortly.")

6. Offer refreshments

If your colleague tells you they are tied up on a call or stuck in a meeting and might be delayed in greeting their visitor, offer the guest any refreshment that you might have on hand. Simple acts of hospitality, such as offering a glass of water or a cup of tea, can be a simple gesture that serves to mitigate any frustration a waiting visitor might have.

7. Know the lay of the land

As the person sitting behind the front desk, you'll be the one who's asked where the restroom is, where supplies are located, and myriad other basic questions regarding the office. Be sure you're able to easily give directions to the basic parts of the office: lavatory; drinking fountain; copy and fax machines; supply closet.

8. Keep your cool

As the person charged with handling those who come in and out of an office, it's likely that you'll be thrown into the occasional stressful situation: multiple visitors at one time; several phone lines ringing simultaneously; questions you might not have answers to. Remaining calm throughout any situation is key in providing top-notch assistance.

Visitors to your office, as well as your colleagues, will keep the faith even if you ask that they wait their turn for your assistance, so long as you always project a professional, can-do manner. Asking people to hold on while you find the answer to a difficult question or tackle a high-priority task is perfectly acceptable—remember that you get to regulate the order and manner in which things get done in the front office. By governing the situation, you'll be sure not to let it rule you.

9. Know when to ask for help

Though you're the one charged with offering assistance, as the previous examples show, one person cannot always be all things to all people. Therefore, ensure that your supervisors let you train another colleague on the phones and other front-desk tasks in case you need to step away from the area or recruit assistance in the midst of a high-traffic time. Sometimes just knowing that backup is available if needed can help you perform your job more capably.

10. Diversify whenever possible

Though you're the one ensuring office visitors get what they need from the experience, don't feel confined by that role. Any workplace can benefit from an employee willing to assume more responsibility than asked. Fill downtime with projects that can assist your colleagues, and not only will your stock with them rise, but you'll be sure to continue developing yourself as an asset to your company.

Office Communication Etiquette.

1. **Don't Use a Speakerphone.** Roughly 70 percent of employees found using a speakerphone in a shared or open office to be unacceptable. If it's a call you need to take hands-free, use a headset or find a private room to avoid distracting your coworkers.
2. **Gossiping isn't good team building.** Talk about the weather, sports, upcoming events, or send a sweet GIF, but whatever you do don't fall into gossiping as a way to relate with coworkers.
3. **Don't use all caps.** Using all caps indicates an aggressive tone, or a lack of digital skills, neither of which will be appreciated by coworkers. The only time caps are acceptable in the workplace is when you are sending "CONGRATULATIONS!" to celebrate an achievement.
4. **Reply Carefully.** More than 60 percent of employees consider it poor workplace etiquette to hit reply-all to emails. This rule requires some finesse. Don't reply all to an email asking for your order for the staff lunch. Do reply all to a department-wide update to make sure everyone knows you're on the same page.
5. **Politics aren't welcome.**
More than half of employees think it's inappropriate to discuss politics in the workplace. Even if you think your political interests are aligned with your coworkers, it's best to keep politics off the clock.
6. **Silence Your Phone.** You're going to compulsively check your phone at least once every half hour anyway, do you really need a ringtone or vibration for every notification? Your coworkers certainly don't think you do.
7. **Don't copy the whole team.** Before sending an email, ask yourself: who needs to see this? If it's not something that the entire organization needs to know, there's no reason why everyone should be copied. Be more selective when sending general correspondence to coworkers.
8. **Take calls when you're available.** It should be clear that taking a call while going to the bathroom is poor workplace etiquette, but roughly 45 percent of employees think it's still worth mentioning. It's embarrassing to have to reschedule a call because of your bladder, but it's far more uncomfortable for everyone involved to be on a call while you're using the restroom.
9. **Use styles appropriately.** Forty percent of workers think the improper use of bolds or italics in work communications is unacceptable. This is somewhat similar to using all caps in the way that it could convey an unintended tone. Bold/italics also have a tendency to draw the attention of the eye, so if a random word is bolded or italicized it can be confusing and distract viewers from the message itself.
10. **Keep your jokes to yourself.** More than a third of employees think it's poor workplace etiquette to send joke emails to the entire team. It really depends on your work culture whether or not it's appropriate to send joke emails, but the important qualifier here is 'to the entire team.' Rarely, if ever, will there be an occasion for you to send an unsolicited joke email to your entire organization.

Maintaining Visitor's Records

This can be done both manually and electronically

Electronically

Gone are the days of using a clipboard and pen to write down every visitor's name, where he or she is going, and possibly the license plate. Fewer and fewer residents are anticipating a phone call and pressing the number nine to grant access to a visitor. Instead, these methods are being replaced with visitor management systems.

Property managers, associations, and security providers are now referencing databases and transaction histories to see who is allowed into a community and when guests entered the property. They are pulling reports of visitor activity while residents receive notifications that a guest has arrived. Why is all of this necessary though? How does record keeping in such detail improve a community? Here are three of the biggest benefits for communities:

- **Current Visitor Database**

An effective visitor management system allows residents to create and update their own guest lists. When residents have this control, it gives them the ability to keep their list up-to-date. Generally, residents want a simple method to register their guests, and they want entry to be just as easy for guests when they arrive.

With certain systems, residents can mark visitors as permanent, temporary, or one-time. Unwanted visitors can typically be marked as deny or disallow. This gives the ability to manage planned and unplanned visitors in an efficient way. When guests are pre-registered, they can be quickly processed. When a visitor arrives that is not registered, he or she must be manually verified by an onsite or virtual guard.

For communities that have vendors and other regular providers, this method allows the property manager and association to manage the community list. Again, when visitors or companies arrive that are pre-registered, the transaction process is quick and efficient. For unexpected guests, a community contact can be notified.

One of the most important results of a maintained visitor database is the increased security for a community. Resident and community officials know who is and is not allowed into the community, and all of that critical information is secure in a centralized database.

- **Visitor Reporting**

Another common feature that benefits communities is visitor reporting. With certain databases and systems, both residents and community staff can generate reports regarding entrance activity.

For residents, this often means the ability to view their own visitor history. If a household has any questions about the day or time a visitor was allowed in, the report will show their guests that have entered or been denied.

Depending on the system, property managers and community staff may also have the ability to generate certain reports. Occasionally, communities need to know which guests entered the community during a certain time, and a visitor report can include authorized visitors, when they entered, and which resident they visited. With this reporting, there is a greater chance of noting suspicious activity and finding the corresponding video for any incidents.

With some types of visitor reporting, communities can also have the ability to view metrics. The metrics may show the number of visitors entering, how long the transactions take, and more. This helps a community better understand the activity at their entrance and how their current security system is functioning.

Once again, visitor reporting greatly enhances the security of a community by keeping records that can help provide information should it need to be submitted to law enforcement or insurance representatives.

- **Notifications**

Finally, a third benefit for communities and residents is the notification when guests arrive. If the visitor management system includes these settings, residents can receive an email, text, or push notification on a mobile device when a guest has entered. Since many community security systems are automating entry for repeat and permitted guests, residents only receive phone calls from guards regarding visitors who are not registered. With this method, residents are able to still get a notice and prepare for a guest that has entered.

Overall, there are many benefits for communities that maintain visitor records. Plus, the specific methods or systems used to manage those records can often provide additional advantages. It comes down to a secure and simple way to give residents control over their guest lists, while giving community officials the access to view reports showing visitor activity for all. Notifications are a great feature that also provide an extra layer of security for residents to know in real-time who is entering the community to visit them.

Entire communities, including the residents and employees, can benefit from recording keeping of visitor activity. While some may see these details as unnecessary, many communities are finding that it is better to have the information available and ready if and when the time comes.

In all cases, there are four major elements that should be considered for well-managed visitor control:

- 1. Verification of Identity:** Who is the person seeking access to the facility and can they prove that they are who they say they are?
- 2. Validation of the Visit:** Does the person have a valid reason to visit the facility. Do they have a scheduled meeting with a trusted person within the facility? Is their host expecting them or prepared to accept a delivery?
- 3. Screening for Contraband:** Do building or company policies require screening for weapons or explosives? After the 9/11 incident many commercial high-rise operations instituted the use of package x-ray and walk-through magnetometers for employees and/or visitors.
- 4. Control of Access** from the building lobby to other areas within the facility. Is the visitor issued a badge? Can it be used at access control card readers? Are escorts required.

Maintain visitors record manually

this can be done by the use of a **guestbook** (also **guest book**, **visitor log**, **visitors' book**, **visitors' album**) is a paper or electronic means for a visitor to acknowledge a visit to a site, physical or web-based, and leave details such as their name, postal or electronic address and any comments.eg

Date	Name	Company	Car reg.	Visiting	Phone number	Time In	Time out

Table 10: Example of a visitors' book

3.2.2.4 Learning Activities

Practical activities

Prepare a visitor register book to be used in your organization

Field/Visit to a nearby five-star hotel

Table 11: Field visit to nearby five-star hotel

Visit Objective/Aim	Indicators	Special Instruction
To see different ways of preparing visitors registers book	- Methods used to prepare visitors register book	Must indicate different methods of visitor's book
To see how visitors are handled and directed and how client's enquiries are responded too.	Methods used to handle and direct visitors and client's enquiries	Must indicate clearly how visitors are handled and directed

3.2.2.5 Self-Assessment

You are provided with the following questions for self – assessment, attempt them and check your responses.

1. As an office assistant, you are in charge of receiving and directing visitors, name two types of visitors who are likely to visit your organization?
2. Nina is an office assistant in the customer care department, which communication etiquette should she possess?
3. Many visitors who visit an organization should be received, handled and directed properly. As an office assistant what are the ways of handling and directing visitors?
4. Ann is a newly employed receptionist in the customer care department. As a senior employee advise her on what information she should always record in a visitors' book?

3.2.2.6 Tools, Equipment, Supplies and Materials

The following resources are provided

- Kitchen ware, tools and equipment's
- A functional office with a kitchen
- Office cleaning detergents
- Refreshments
- Telephone

- Calculator
- Computer
- Visitors book
- Files
- Telephone directory
- Message pad
- Office wall clock

3.2.2.7 References

Shaun Smith and Joe Wheeler. Pearson education limited, 2002 *Managing the customer experience*.

Elaine K. Harris. Published by Pearson (January 5th 2012) - Copyright © 2013 Customer Service: A Practical Approach, 6th edition,

Responses for self-assessment

1. As an office assistant, you are in charge of receiving and directing visitors, name two types of visitors who are likely to visit your organization?
 - The Gabbo Client
 - The Lumbergh Client
 - The Flatter but Client.
2. Nina is an office assistant in the customer care department, which communication etiquette should she put in mind?
 - She should not use a Speakerphone
 - She should avoid gossiping as isn't good team building
 - she should not use all capitals
 - Reply Carefully.
3. Many visitors who visit an organization should be received, handled and directed properly. As an office assistant what are the ways of handling and directing visitors?
 - Project professionalism
 - Greet all visitors loud and clear
 - Keep the visitor informed
 - Offer refreshments
4. Ann is a newly employed receptionist in the customer care department. As a senior employee advise her on what information she should always record in a visitors' book?
 - Name of the visitor
 - The purpose of the visit
 - Time in and time out
 - The date

3.2.3 Learning Outcome 3: Maintain a conducive working environment

3.2.3.1 Introduction to the learning outcome

This learning outcome specifies the content of competencies required to maintain a conducive working environment. It includes definition of terms related to maintain a conducive working environment, office arrangement, office hygiene, timely requisition and supply of office supplies, human relations and outsourcing services.

3.2.3.2 Performance Standard

- 1.1 Clients are served as per workplace policy.
- 1.2 Work stations are cleaned and maintained as per workplace policy.
- 1.3 Office supplies are provided as per workplace policy.
- 1.4 Internal clients' needs are identified and recorded as per workplace policy.
- 1.5 Reported and documented customer care activities as per workplace policy. .

3.2.3.3 Information Sheet

Definitions of terms

- **Office arrangement:** Means the systematic **arrangement** of **office** equipment, machines and furniture and providing adequate space to **office** personnel for regular performance of work with efficiency.
- **Office supplies:** The materials such as paper and pens that are needed in offices.
- **Human relations:** Is one person's relationship or connection with another person. It means how an individual is related or connected to another individual. or "Human Relations is interaction and cooperation of people in a group.
- **Outsourcing services:** Is the business practice of hiring a party outside a company to perform **services** and create goods that traditionally were performed in-house by the company's own employees and staff
- **Working environment:** Is a broad term and means all your surroundings when working. Your physical working environment is, for example, your work tools as well as air, noise and light. But your working environment also includes the psychological aspects of how your work is organized and your wellbeing at work.

Maintain a conducive working environment

Working environment is a broad term and means all your surroundings when working. Your physical working environment is, for example, your work tools as well as air, noise and light. But your working environment also includes the psychological aspects of how your work is organized and your wellbeing at work.

What is a positive working environment?

is a workplace that promotes employee safety, growth and goal attainment. These environments are most conducive to a successful workforce as they encourage employees to perform to their highest ability.

Why is a good working environment important?

Positive working environments provide several benefits for both employees and employers. This is because this type of environment can lead to employee success and happiness both personally and professionally. Here are reasons why a positive work atmosphere is important in the workforce:

- **Increases productivity.** Having a positive working environment is a great way to increase your work output. When you're happier, you may be more productive and more equipped to complete your tasks efficiently. This can also help you become a better employee, which leads to raises and promotions.
- **Improves morale.** Because your mood and attitude affect your team members, a positive working environment can be a good influence on those around you. When you view your work in a positive way, it can influence how others in the workplace see their responsibilities too.
- **Fosters growth.** When you're motivated to succeed in your position, you're more suitable to find opportunities to advance in your career. When your employer provides positive reinforcement, it can make you feel like a valuable contribution to the company, and it may motivate you to continue or improve upon this behavior.
- **Promotes collaboration.** When you're motivated on an individual level, you're more likely to support and encourage others in your company. This can also lead to improved professional relationships with your colleagues. The greater the bond is between coworkers, the better chance a company has of achieving its short- and long-term goals. This is because teamwork is often the foundation of company success.

Characteristics of a good and conducive working environment

- Productive atmosphere
- Open and honest communication
- Compassionate team members
- Positive reinforcement
- Growth opportunities
- Positive thinking
- Good work-life balance

How to deal with unsafe working conditions

An unhealthy working environment is one that is characterized by ineffective or negative communication, unprofessional or dishonest behavior, punitive practices or policies and/or strained relationships between employees and office leadership

Find coworkers with similar values

To help you experience the working environment more positively, try to find individuals who share your values and desire for a healthier working environment. Chances are you are surrounded by at least a few peers who share your ideas and can offer refuge from otherwise toxic relationships or interpersonal dynamics. Even if you aren't planning to address the issues together, collaborating with these individuals on the work itself can positively enhance your day-to-day experience.

2. Confront individually

If feasible to do without jeopardizing your job, confronting someone about the unhealthy working environment, and/or their role in it can be a productive step. To increase the likelihood of a positive outcome, plan for that conversation in advance by outlining the most significant concerns, the harm caused to employees and possible solutions to consider.

Confronting people individually, especially senior leaders, can lead to a better outcome than confronting them publicly because they are more likely to be open-minded and less

defensive. Indicating what role, you can play in the solution can help ensure that the discussion takes a collaborative tone.

3. Confront as a group

Certain industries have labor unions that establish protocols by which employees can file grievances or make formal complaints as a collective. If you work in a unionized industry, it may be advantageous to collaborate with colleagues and plan for a group confrontation or course of action as opposed to something individual.

In many instances, employees will bring their grievances to a human resources department for resolution. For example, if unionized factory employees are being forced to work in hazardous or unsafe conditions that violate the terms of their contract, they may choose to file a collective grievance with the human resources department.

4. Focus on your work

In situations where there is not an immediate solution for the unhealthy working environment, a helpful strategy can be to focus more on your work and less on engaging with colleagues. Whenever possible, try and limit contact with triggering coworkers, managers or situations. You could do this by eating lunch at your desk instead of in the staff lounge or taking on additional projects to stay busy.

By focusing more on the work and less on the environment, you can stay connected to why you chose this career which can help provide the necessary motivation to keep going each day.

5. Document everything

Unhealthy working environments are often characterized by a lack of trust and challenges with communication. To protect yourself from termination or any other wrongdoing, be sure to document everything. This includes all requests for time off, any discussion of project deadlines or specific commitments, action steps from a previous meeting and more.

6. Lead by example

Modeling the behavior, you hope to see from peers can be a productive solution if you find yourself in an unhealthy working environment. Ideally, as peers observe you do it they will follow your lead and together you can begin shifting the larger office culture. Examples of this include communicating respectfully in instances of conflict, operating with integrity, embracing difference and affirming one another as individuals, maintaining appropriate boundaries and staying focused on the work.

7. Be proactive

In addition to individually modeling the desired behavior, taking more proactive steps to create a positive working environment can also be an effective solution. With permission from office leaders, you could consider any of the following ideas to proactively improve an unhealthy working environment:

- Facilitating team building activities
- Hosting staff pot luck lunches
- Planning staff outings
- Celebrating staff birthdays
- Recognizing a staff member of the month

- Creating a staff suggestion box

8. Involve those in authoritative positions

If your office leaders are aware of the challenges and are willing to make substantial structural changes to shift the culture, they may support a more robust strategy than the aforementioned relationship-building mechanisms. One such strategy could be to establish a steering committee that engages in one or more of the following:

- Seeks anonymous employee feedback about the working environment via surveys
- Schedules standing office hours with senior leadership
- Evaluates existing policies and makes proposed changes
- Works to breakdown negative social groups by reassigning team members or changing the physical office set up
- Facilitates a staff retreat
- Engages team members in a shared mission and goal setting exercise

9. Plan an exit strategy

If your attempts to change a workplace environment are not working, or if the environment is too toxic to try to change it, your best solution will be to plan an exit strategy. This will require updating your resume, researching job opportunities and beginning a formal search. It will also require considering your departure timeline and whether or not you will leave before you find another job.

If you do leave, you may want to request an exit interview so you can share feedback about your experience and your reasons for leaving. This can help organizations make changes that will benefit future employees.

Ways to Create a Positive and Productive Work Environment

- Hire an Adequate Workforce
- Hire the Right Employees for the Job
- Set Realistic Expectations
- Offer Fair Compensation
- Don't Micromanage
- Ask for Suggestions – Then Listen

Office arrangement

Means the systematic **arrangement** of **office** equipment, machines and furniture and providing adequate space to **office** personnel for regular performance of work with efficiency. For proper office arrangement the following points should be put into consideration.

- The arrangement should allow for the smooth flow of work with minimum of staff movement. The desks should be arranged in order of work processing.
- The floor space should be as free as possible to permit free movement
- For the benefit of easy supervision of staff, good and efficient appearance of the office, desk should be arranged in a standard plan.
- All equipment's, for example, filing cabinets, telephone etc., likely to be used by everybody in the office should be so sited that is within easy reach of those who should use it. This reduces movement of the staff and disturbance of work.
- The number and location of gangways (I.e. space between desks) should be allowed in such a way that each employee should be able to leave and reach his desk without having to disturb any other person
- The arrangement of furniture's should not obstruct natural light and ventilation by placing them in front of windows.

Planning office layout and arrangement

Steps to follow when planning for office arrangement and layout

- a. **Discuss with the supervisors** and various functional department heads relating to office systems and routines along with rules and regulations.
- b. Prepare **drawing or blue print** of the available area.
- c. **Estimate the space requirements** for each department and the office as a whole.
- d. **Determine the space required** for the main work and movement of employees.
- e. **Provide space to alter the design in future** without causing much inconvenience to the office operations.
- f. **Indicate the location** of doors, windows, partitions, walls, stairways, lifts, electric and telephone line etc.
- g. **Determine the inter-relationship** between equipment, information and personnel in the flow of work.
- h. **Allot space** for reception room, the conference room and private office.
- i. Consider the **cost and operational aspects** of the organization.
- j. Prepares the layout by arranging templates according to drawing or blue print. The templates represent the actual space to be occupied by various items of **furniture and equipment**.
- k. Place the layout so derived before the all department heads, supervisors and employees in order to get their approval.
- l. **Minor modifications in the layout** if there is any suggestion given by employees.
- m. **finalize the layout** and paste the labels on the layout to identify the actual items of furniture and equipment

Advantages of an efficient office Layout arrangement

The following advantages can be derived by having planned layout.

1. No waste of time and energy of office personnel.
 2. Promotes efficiency of staff.
 3. Proper utilization of floor space.
 4. Easy supervision.
 5. Speed in inter – communication.
 6. Better use of office machines and equipment
- More information on types of office layout <https://youtu.be/XMWd2f63Cnk>

Timely requisition and supply of office supplies.

Office supplies refers to the materials such as paper and pens that are needed in offices.

Requisition refers to the process of formally **requesting** a service or item, typically using a purchase **requisition form** or other standardized document. The **requisition** process is a standardized way of keeping track of and accounting for all **requisitions** made within a business

The procedures for ordering, purchasing and receiving materials are as follows.

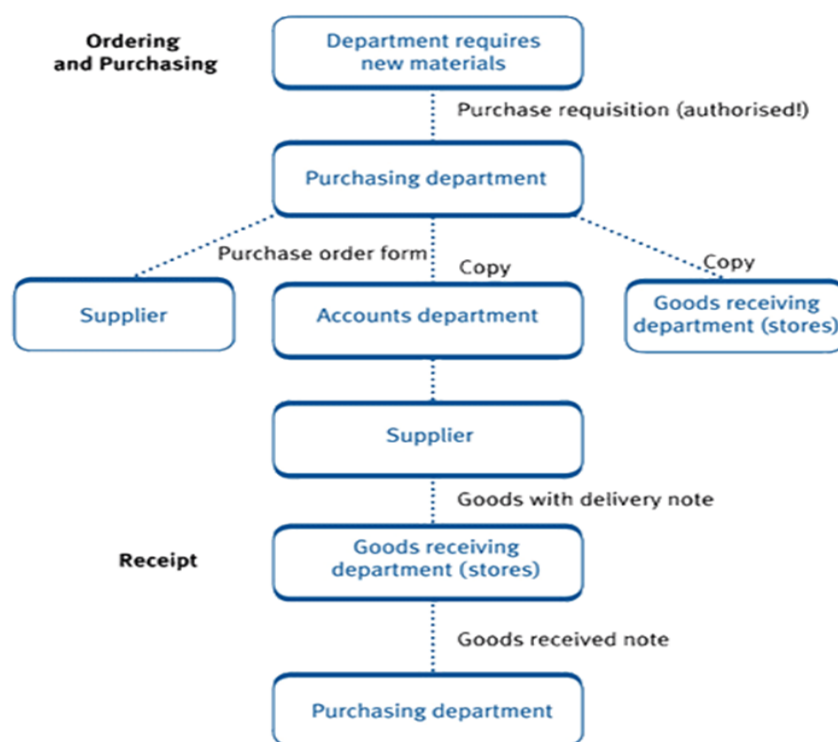


Figure 2: The Requisition Process

<https://kfknowledgebank.kaplan.co.uk/ordering-and-issuing-inventory->

Table 12: Requisition Form

STOCK REQUISITION FORM

To:

No.

From:

Date:

Quantity	Reference	Description
Prepared by _____ Approved by: _____		

Benefits of purchase requisitions

- They can be used as a tool that controls costs
- They keep the procurement process centralized
- They prevent fraud

Human relations

Below are different definitions of human relations

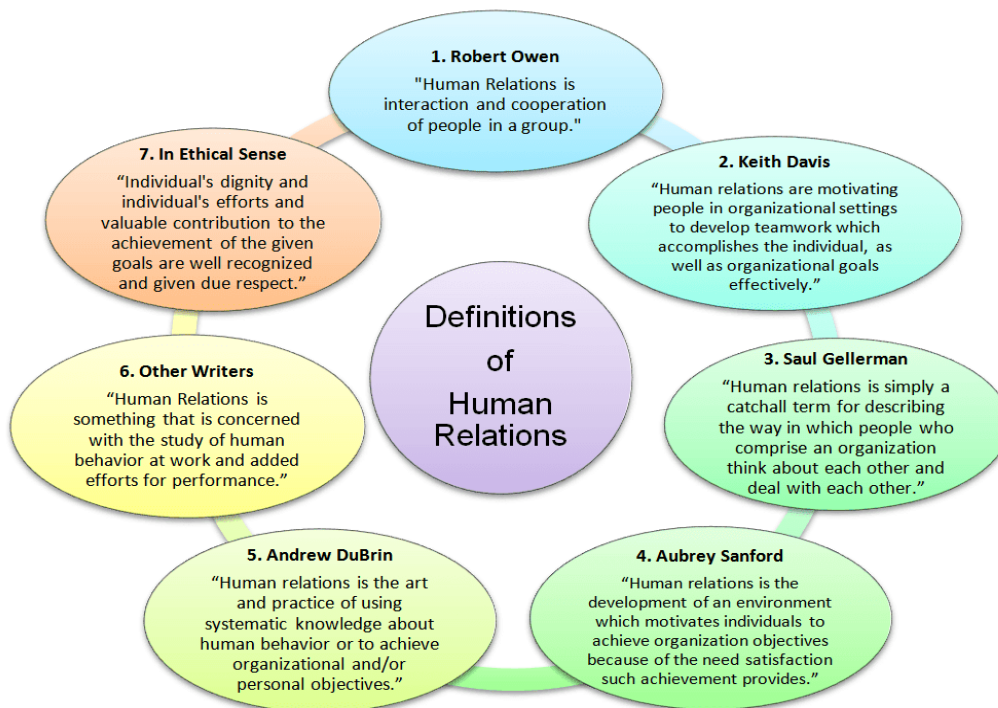


Figure 3 : Various definitions of human relations

<https://kalyan-city.blogspot.com/2015/01/what-is-human-relations-meaning-and.html>

Objective/importance of human relation

1. To assist the personnel manager in developing a better realization of how his attitude and his behavior play a part in day to day affairs.
2. Assist the manager in developing a cleaner sensitive towards other employees.
3. Help him in developing and improve understanding of the problems of reconciling his all interest and capability with the goal of the enterprise.
4. To enable him in anticipating and preventing problems or at least to resolve more effectively those he cannot avoid
5. Assist him to see things as they are, not as they should or as he would like them to be.
6. Assist him to cash aside some of the excess mental luggage that increase his mental load but not is effectiveness.
7. Any human relation programmer should consider both organization and human employee goal.

Basic themes in Human Relation

- i) Communication
 - ii) Motivation
 - iii) Responsibility
 - iv) Empathy
- i) **Communication:** Human relation has realized that lack of effective and good communication fails to satisfy human people & work. If management cannot communicate with people it would be difficult to motivate them & if incapable of communicating with the management it is difficult to get recognition for work, they perform.
 - ii) **Motivation:** Human relation emphasizes the importance of motivation in rising productivity
 - iii) **Responsibility:** It is the responsibility of management to get the work done through coordinated efforts of the employee by means of planning coordinating and controlling the organizational affairs.
 - iv) **Empathy:** It is believed that lack of empathy (onset into another shoe to understand their problem in organization and become a significant barrier to communication.

How to improve human relation in the organization

1. Creation of congenial work environment and pleasing surrounding
2. You provide abundance opportunity for personal document through promotion and growth in abilities through training and development programmers
3. Recognize the worth of quality control, reduction in cost full attendances of work, exemplary safety records, maintain of discipline and co-operation with management in difficult time
4. Delegated authority commensurate with responsibility and with responsibility and allow complete and active independence to employees
5. Give personal attention to the problems of your subordinates
6. Give opportunities to employees to realize their needs for status position prestige in order to satisfy their ego needs.

7. Establish, implement and utilize proper machinery for speedy redressed of employee grievances
8. Create democratic and leadership and set examples of your own actions and do not preach.
9. Manages to influence others and win their confidence they should have the qualities such as honesty, integrity, firmness, truthfulness

Methods of improving and maintaining human relation

Management should motivate employees so that they can take more interest and make more effort to perform their duties effectively.

1. *Fair remuneration:* Employees must be paid and reasonably for their services. Low pay brings about high labour turn over which makes employees to live for greener pasture or resign forever.
2. *Incentives:* This should be given to employees to make them work harder; incentives should be informed of additional financial benefit a small taken like bonuses.
3. *Job security:* Employees should be made to feel that they are permanently employed & should not be dismissed without a serious reason. When employees feel secure, they start identifying themselves with the company & remain devoted and sincere to the company.
4. *Favorable working conditions:* Working condition should be favorable and these include working hours, annual leave, medical and housing allowance, healthy atmosphere. If the employees are not working under favorable condition, there is a lot of discontent with leaders to labor turn over.
5. *Recognition:* They should be a policy on how to recognize the contribution of employees after a certain period. They can also be achievement days where employees are rewarded e.g. medals loan facilities
6. *Participation:* All staff must be given a chance to participate in decision making this will make them feel they have contributed positively.
7. *Communication:* They must be adequate and quick communication between employees and management and amongst the employees. The employees should communicate with management when need arises.
8. *Training:* They should be a programme showing required training course, employee. This course can be long or short and this can get employees promoted.
9. *Promotion Policy:* They should be a programme that lays down the procedure of promotion the procedure should be in merit or experience.
10. *Welfare:* This refers to the facilities offered to employees as per the organizations policy e.g. games, social gathering, and transport etc.

Benefits of creating human relation

1. High output per worker.
2. Increase profit.
3. Improved name of the firm outside which enhance future market.
4. No labour turn over.
5. Attraction of qualified personnel from other firms, employees create good public relation for the firm.

Aims of good human relations

1. Makes the workers united so that to meet the firm objective.
2. Creates a good working atmosphere for the staff in order to produce high quality of work within a short period of time without supervision.
3. Makes workers exercise their roles honestly and showing job efficiency.
4. Creates well established human relations which always enhance production of high output.

Effects of good human relation

1. The staff have good job satisfaction which leads to high profit and output
2. Good morals with good human relation
3. There is improved altitude towards the job and employees respect the employer and good human is accomplished
4. Staff time is not wasted and all the working time is utilized effectively
5. Helps the management to carry out its duties well and the firm can easily meet the set goals.

How a supervisor or employer can exercise good human relation

A supervisor must pose certain qualities to command the loyalty and respect of the subordinate for him to exercise good human relation with his subordinate. He should do the following:

- i) Believe in the ability of others
- ii) Analyses condition beyond criticism and complaint
- iii) Respect the rights and inspiration of the worker
- iv) You should show the strong and the weak points of each person working under a supervision
- v) Give credit where and when it is due
- vi) Believe in team work.
- vii) Inspire by building confidence in their work he should call people by names as this shows
that he appreciates each and every individual.

Outsourcing services

This refers to the business practice of hiring a party outside a company to perform **services** and create goods that traditionally were performed in-house by the company's own employees and staff. There are many reasons why a company may choose to outsource certain business functions. Some of the most common reasons include:

- Reducing and controlling operating costs (the largest driver)
- Improving company focus.
- Gaining access to world-class capabilities.

- Freeing internal resources for other purposes.
- Streamlining or increasing efficiency for time-consuming functions
- Maximizing use of external resources.
- Sharing risks with a partner company.

Advantages of Outsourcing

- It is profitable for an organization that wants to change its organization structure before getting people with new skills.
- An organization is able to meet social demand
- If the required skill is lacking among the present staff outsourcing becomes an option
- Outsourcing helps to stop internal wrangles and infighting for higher post
- It is cheap to hire technical skilled or managerial people from outside rather than training them
- It has wide pool of people with all the required skills.

3.2.3.4 Learning Activities

Practical activities

Prepare a stock requisition form to use in the purchasing department in your organization for one year

Field/Visit to a nearby procurement office

Table 13: Field visit to nearby procurement office

Visit Objective/Aim	Indicators	Special Instruction
To see different ways of requisitioning office supplies	- Methods used to request and issue office supplies	Must indicate different methods of requesting and issuing of office supply
To see a sample of stock requisition form	- contents of a stock requisition form	Must be approved by the purchasing manager or the stores clerk

3.2.3.5 Self-Assessment

You are provided with the following questions for self – assessment, attempt them and check your responses.

1. A healthy workplace is very important, as an Office Manager what are the benefits of working in a conducive working environment?
2. As an office assistant, what are the characteristics of a good and conducive working environment?
3. Mary has been asked to requisition office stationery to be used by the organization for the whole financial year, what factors should she put into consideration before purchasing office stationery?
4. How would you define working environment?

5. The organization you work for as a supervisor has opened a new branch at Westland's. As a supervisor working at the reception desk how can you exercise good human relations in the organization?

3.2.3.6 Tools, Equipment, Supplies and Materials

The following resources are provided

- A functional office
- Stationery
- Computer
- Files
- Office wall clock

3.2.3.7 References

Shaun Smith and Joe Wheeler. Pearson education Limited, 2002. *Managing the customer experience*.

Elaine K. Harris. Published by Pearson (January 5th 2012) - Copyright © 2013.

Customer Service: A Practical Approach, 6th edition,

Responses for self-assessment

1. A healthy workplace is very important, as an Office Manager what are the benefits of working in a good working environment?
 - **Increases productivity.** Having a positive working environment is a great way to increase your work output. When you're happier, you may be more productive and more equipped to complete your tasks efficiently. This can also help you become a better employee, which leads to raises and promotions.
 - **Improves morale.** Because your mood and attitude affect your team members, a positive working environment can be a good influence on those around you. When you view your work in a positive way, it can influence how others in the workplace see their responsibilities too.
 - **Fosters growth.** When you're motivated to succeed in your position, you're more suitable to find opportunities to advance in your career. When your employer provides positive reinforcement, it can make you feel like a valuable contribution to the company, and it may motivate you to continue or improve upon this behavior.
 - **Promotes collaboration.** When you're motivated on an individual level, you're more likely to support and encourage others in your company. This can also lead to improved professional relationships with your colleagues. The greater the bond is between coworkers, the better chance a company has of achieving its short- and long-term goals. This is because teamwork is often the foundation of company success

2. As an office assistant, what are the characteristics of a good and conducive working environment?
 - Productive atmosphere
 - Open and honest communication
 - Compassionate team members
 - Positive reinforcement
 - Growth opportunities
 - Positive thinking
3. Mary has been asked to requisition office stationery to be used by the organization for the whole financial year, what factors should she put into consideration before purchasing office stationery?
 - Cost
 - Storage space
 - Choose the right type of stationery
 - Focus on quality and quantity
4. How would you define working environment?

Is a broad term and means all your surroundings when working? Your physical working environment is, for example, your work tools as well as air, noise and light. But your working environment also includes the psychological aspects of how your work is organized and your wellbeing at work.
5. The organization you work for as a supervisor has opened a new branch at Westland's. As a supervisor working at the reception desk how can you exercise good human relations in the organization?
 - Believe in the ability of others
 - Analyses condition beyond criticism and complaint
 - Respect the rights and inspiration of the worker
 - You should show the strong and the weak points of each person working under a supervision
 - Give credit where and when it is due
 - Believe in team work.
 - Inspire by building confidence in their work he should call people by names as this shows that he appreciates each and every individual

CHAPTER 4: OFFICE PAPER RECORDS

Unit of learning code: BUS/CU/OA/CR/04/4/A

Related Unit of Competency in Occupational Standard Maintain Office Paper Records

4.1 Introduction to the unit of learning

This unit entails maintenance of office paper records in an organization or a business industry; It involves creation of new clients' files to closure of the file, identifying and retrieving files for use, monitoring file movement and updating file records it also gives guidance and the whole procedure that are required when handling office paper records in the office to ensure good record management, safety of the records and storage of the records for reference purposes.

4.2 Summary of Learning Outcomes

1. Create clients' files.
2. Identify and retrieve files.
3. Monitor file movement.
4. Update file records.

4.2.1 Learning Outcome 1: Create clients' files.

4.2.1.1 Introduction to the learning outcome.

This learning outcome specifies the content of competencies required to create clients' files. It includes definition of terms related to creating clients' files, Standard operating procedures for creating files, types of files, file classification, establishing a filing system maintaining office paper record, file coding, file indexing, file safety and security, information security, handling filled up files and file storage.

4.2.1.2 Performance Standard.

- 1 Documents from new clients are received as per workplace policy
- 2 Clients file is created and classified (coded) as per workplace filing system
- 3 Clients' document is filed as per workplace policy
- 4 A list of created files is developed and maintained as per workplace policy.

4.2.1.3 Information Sheet.

Definitions of terms

- *Document* a piece of written, printed, or electronic matter that provides information or evidence or that serves as an official record.
- Clients are someone who buys goods or pays for services.
- *File* a folder or box for holding loose papers together and in order for easy reference.
- *File coding* is a shorthand identification of the major and minor group and folder number to identify where records are located and simplify routine filing and retrieval.
- *File indexing* is a device, finding the position of a document or file in a system quickly and easily, or guide for finding something.
- *Information security* refers to the processes and methodologies, which are designed and implemented to protect print, electronic, or any other form of confidential, private and

sensitive information or data from unauthorized access, use, misuse, disclosure, destruction, modification, or disruption.

- *Classification* refers to the basis of arrangement of documents in a folder.

Basic steps for creation of client's files.

There are a number of steps to follow to create a new file for your agency. This may involve staff outside of the records section, as well as those staff with appropriate authorization. A controlled approach should be implemented to minimize potential for duplication, and the utilization of consistent terminology. For this reason, file creation should be managed centrally – or at the very least, performed by a limited number of administrators who are trained in appropriate protocols. Staff should complete a new file request: a paper form, an automated workflow or web-based request, or an email to a central records inbox may suffice. A request should contain enough information about the required file for the creating officer to classify the new file appropriately. If possible, the record that requires the new file should be attached to the request to assist. Do not create files in anticipation of action – this can lead to a waste of time and effort. The following steps should be followed

1. Receive or create record.
2. Check if relevant file exists. If no – proceed to step 3. If yes – proceed to step 8.
3. Request new files
4. Determine appropriate file title based on classification scheme (thesaurus or vocabulary) adopted. The request form should be the first record attached to the file – whether the file is virtual or hard copy. If required, print to file.
5. Allocate file number.
6. Create file in system/construct new physical file
7. Register new file in records control system (file register)
8. Identify 'home' location (where the hard copy file usually resides, eg Records file room)
9. Request/retrieve file or book out to requesting officer. Alternatively advise of virtual file creation.
10. Attach record to file numbering should be sequential, however for larger filing systems or those indicating different filing systems (within sites or business units), a higher level of complexity may be required. In any case, file numbers should never be duplicated – they are a unique identifier and a handy 'shortcut' reference tool. In the case of paper files, coloured numbers on the side of the file on a shelf can help to identify missing files or out-of-sequence files more easily.

Creating Files in the Computer Based on a Template.

- **Create a new file based on the template:** You can create a new file when no client data exists at the time of creation.
- **Create a new client file from existing client data based on the template:** You can create a file based on the data included in an existing Working Papers file or an accounting package.
- **Add to an existing Working Papers client file:** You can merge template documents into an existing client file.
- **Create a client contact sheet.**
This is a sheet of paper containing the client's contact information like telephone number

Create a physical file.

You will need to open a physical file. Depending on the type of client, this file may grow to include subfolders including correspondence.

- **Create a digital folder.**
On your computer's hard drive or your firm has networked drive, you will need to create a folder for the digital files and electronic information for this client.
- **Add information to electronic contact database.**
After creating your physical and digital folders, you must now add your client's information to your contact database.
- **Add information to billing/financial software.**
Obviously, you are going to have to bill this client, so will need their address and contact information stored within your billing/financial software.

How to Organize a Client's Files.

- Intake information- this includes demographics, contact information, and any type of client assessment form or questionnaires you complete during the intake/assessment phase.
- All signed documents- this includes informed consent, social media policy, court policy, credit card authorizations, releases of information, etc. ***Anything your client signs as acknowledgement or agreement should be included in their file.***
- Treatment plan- identified as the client need and how that is addressed in session moving forward.
- Notes in chronological order- these are all your interactions with your client. The largest chunk will be your regular client sessions, documenting no shows or cancellations as well. This also includes notes on texting, emails or other outside interaction.
- Reports or correspondence from other providers-
- Other correspondence related to the client
- Other- Artwork, letters

Important things to know about filing client's files

What do we file?

We file documents that are sent to us by other people or organizations. We also file records of all our organizational activities. These can be letters, memos, reports, financial records, policy documents, etc.

When do we file?

This depends on how busy your office is. In very busy organization's filing is done at least every day and usually first thing in the morning. In a small or less busy office, you could file once or twice a week.

Equipment used for filing client's files

- **Filing Cabinet** - It is used to keep flat files and suspension or hanging files
- **Steel Cabinet** - It is used to keep big files that need to be locked up
- **Date Stamp** - It is used to date stamp documents that are received on daily basis so that they are filed in chronological order and so we have a record of when we received the document
- **Register** - It is used to record files taken out and files returned
- **Filing shelves** - It is used to file box files
- **Box file** - This big file used to keep big documents that cannot go into a filing cabinet. They are kept in shelves.

Types of files used to file documents

1. **Box file:** This is a big file that is used to keep big documents that cannot go into a filing cabinet. They are kept in shelves.
2. **Lever arch files:** This contains a metal device opened and closed in the center of the folder operated by the lever.
3. **Concertina files:** These are made up a number of succession pockets into which similar documents can be collected readily for processing. They are suitable for temporary documents awaiting processing like petty cash.
4. **Ring binders:** These are made of hard covers and two or more rings which open to allow the insertion and removal of document.

Objectives of Filing client's files

1. **To collect the documents** Filing is the process of preserving the records and documents. So, it is the main function of the filing. To preserve documents and records, the documents need to be collected from different sources. Hence, to collect the documents is the objective of filing.
2. **To preserve the documents** The collected documents should be preserved properly. The main objective of filing is to preserve the documents. So, the documents must be filed properly so that it will not get lost. The documents should be safe from insects, thief, rats, and water.
3. **To provide evidence** The office receives very important letters and documents that can be very useful in future. Therefore, filing helps to preserve such important files properly in a systematic manner. Those important documents might be needed in future to settle the misunderstanding and dispute.

4. **To provide information** Filing preserve various important documents containing information. So, whenever required filing helps to provide the information. The information is provided to the shareholder, customers, suppliers, government at the time of necessity.
5. **To provide promptness in work** Generally, with the help of past records, the daily routine of the office are carried out. The systematic filing of records helps to bring rapidity in work. So, one of the objectives of filing is to bring promptness in official works.
6. **To provide guidance** Filing of past records and documents can act as a guidance to the office staff to carry out their daily works. It guides the new staff and supports the existing staff to perform their duties effectively.

Need and Importance of Filing client's files

- Filing collects and preserves the required papers and documents for future reference.
- It protects the important files and documents from insects, dust, moisture, water, rats and fire.
- It helps to uplift the image and prestige of the organization.
- It helps to increase efficiency of the office.
- It helps in handling customers and corresponding carefully to maintain the goodwill of the office.
- It helps in formulation of planning for future.
- It helps in providing legal proofs to fulfill legal formalities.

File classification

What is classification?

Classification refers to the basis of arrangement of documents in a folder.

There are five methods of classification.

- Alphabetical Classification
- Numerical Classification
- Geographical Classification
- Subject Classification and
- Chronological Classification

Alphabetical classification

It is based on the occurrence of the letters in the alphabet as it is done for the dictionary.

Telephone directory is another example. If several names occur having the first letter, the arrangement takes into account the subsequent letters also, for example:

A, AB, AC ----- etc

B, Bb, BC ----- etc.

Under the alphabetical classification, the filing of papers and documents is either by the names of the correspondents or the subjects. In a large office, it would be proper if 26 letters of the English alphabet are divided into small equal parts considering the letters which are bound to have more names. This method of classification can be used in correspondence filing, contracts, orders and staff records.



Figure 4: Alphabetical filing

http://www.brainkart.com/article/Classification-of-Files_35340/

Advantages

1. Convenience of grouping papers by name of the company.
2. Direct filing, with no need for index i.e. the first letter will tell you where the document is located.
3. Simple and easy to understand even explaining to new employees.
4. It is possible to open one file for miscellaneous papers, which cannot make up their own files.

Disadvantages

1. In large systems, it takes longer time to find papers.
2. Congestions under common names.
3. For large organizations, papers may reasonably be filled under different headings.
4. It is difficult to forecast space requirements for different letters of this alphabet
5. There are possibilities of a document being filed under a different name due to differences in spelling

Numerical Classification

In this method of classification, each folder or record is given a number, and the files are placed in strict numerical order. For example, Mr. Gnanasekar Ltd may be assigned No 25. If they deal in a number of lines, each line may be classified with a number beginning with 25, for example, 25.1, 25.2, 25.3, etc., The system of numerical classification is generally recommended for filing of orders, sales, invoices, contracts, (where numbered) and committee minutes.



Figure 5: Numerical Classification

http://www.brainkart.com/article/Classification-of-Files_35340/

Advantages

1. It is easy to understand
2. Disarrangement of files is minimized.
3. The location of numbered files is very easy.
4. The file number can be used as a reference in future correspondence.
5. The expansion of files is very easy since the system is flexible.
6. The preparation of address list is very easy.
7. It reveals certain useful information like the total number of customers, orders and the like.

Disadvantages

1. It requires much time in referring to the index and locating the specified file.
2. This system is costly. The reason is that there is a need of separate index for them.
3. There may be mental transpositions of figures. For example, one can read 450 instead of 415 which results in errors.
4. It is very difficult to arrange the files of miscellaneous papers.

Geographical Classification

This classification is based on the geographical origin of a document or paper. This system is combined with one of the two systems already discussed. The classification can be town-wise, district-wise, state wise, country-wise and continent-wise

Advantages

1. It helps in speedy location of files.
2. Direct filing is possible.

Disadvantages

1. The geographical location should be known to the employee, if not so, misfiling may be taken place.
2. An index should be prepared, if not so, geographical classification will be no use.
3. This method should be combined with any other method of classification, if not so; better results cannot be obtained

Subject Classification

It is a method of classification in which all documents relating to a subject are brought together in one file, even though they may have come from different sources and from many different people. Following steps are taken to install subject classification.

Defining Subject

Sub-dividing subjects into smaller fractions

Assigning numbers or arranging subjects in alphabetical order, including sub-subjects, and Miscellaneous folders are made for subjects, which have not been classified.

Example: Main Subjects Classified: Purchases, Sales and Advertising.



Figure 6: Subject Classification

http://www.brainkart.com/article/Classification-of-Files_35340/

Advantages

1. It is very easy to locate the files if subject is known.
2. Every subject file gives complete information about a subject.
3. Unlimited expansion of file is possible under this method

Disadvantages

1. It is very difficult to classify and identify the documents if the employee.
2. Subject classification requires cross reference frequently, which leads to consumption of lot of time.
3. An index should be prepared if the volume of correspondence is large.
4. It is not suitable for miscellaneous papers.

5. Great care should be devoted to select a title for files. Titles must be short and self-explanatory.

Chronological Classification

Under this method, various records are identified, arranged in strict date order, and sometimes even according to the time of the day. It is a useful method for filing invoices and other vouchers associated with accounts.



Figure 7: Chronological Classification

http://www.brainkart.com/article/Classification-of-Files_35340/

Advantages

1. When dates are known, it is very easily to find out.
2. It is good for overall classification i.e. if the correspondences are maintained for many years.
3. Chronological classification of filing is very simple to operate.

Disadvantages

1. Chronological filing is not useful for large-scale business units.
 2. It is very difficult to locate the documents if the date is not known.
 3. Incoming letters might be separated from outgoing replies.
- definition and methods of filing is provided in the video presentation
<https://youtu.be/Q7uKr5TE1LM>

Establishing a filing system

Steps used to establish a filing system

1. Decide on a filing system
2. Fill your file drawers with hanging folders.
3. Sort your papers into piles by category
4. Place each pile into a manila folder and label it clearly

5. Place the manila folders into the hanging folders
6. Place a supply of hanging and manila folders near the files so you can easily add a folder if you find yourself with a piece of paper that doesn't belong to an existing folder
7. At the end of the year, remove all the folders, label fresh manila folders with the same category names and place them in the files

Characteristics of a good filing system

- 1. Simplicity:** It must be simple in operations, so that every staff of the office can easily understand the filing system.
- 2. Suitability:** The filing system should be completely applicable to the firm concerned, and suit the nature and requirements of the business for which it is introduced.
- 3. Adaptability:** The system must be adaptable to the changes that occur in business.
- 4. Economy:** Cheap system of filing is to be adopted. The cost incurred by the system must be proportionate to the results obtained.
- 5. Protection (Safety):** The filed documents must be available to the person, who needs them. They are easily available when they are filed properly and securely. Documents should not be damaged by dust, insects, thefts, mishandling, fire, rain etc.
- 6. Less Space:** Economy of space is of great importance in all concerns, because of high rent. So, it is necessary to see that the system requires minimum floor space.
- 7. Accessibility:** The files should be so arranged that the required letter or document for reference be picked up without loss of time.
- 8. Cross Reference:** When the same letter is to be kept in more than one file, a cross reference should be filed in another file.

Centralized and Decentralized filing system

What is a Centralized Filing System?

Centralized filing system is one where all the filing equipment and personnel are located in a single section. In other words, under centralized system, all the records of the business firm (relating to activities of all the sections or departments) are filed in one place or in the central office.

Merits of Centralized Filing

1. Superior equipment and costly mechanical aids can be installed and operated efficiently and economically.
2. Experienced staff in small number is sufficient to handle the work. The skill and experience of the staff would ensure maximum benefits.
4. Supervision in a centralized system shall be usually very effective. Hence, chances for misfiling are avoided completely.

5. The individual work rate would increase, as specialist staff would become experts in their duties.
6. It is easier to cover for absent members of the staff because personnel in the section shall be familiar with each other's work.
7. A standardized filing system can be devised and put into operation. All the staff members in the section would be well acquainted with the system.
8. Close control over works quality and the movement of documents could be exercised.
9. Duplication of equipment and copies of records would be avoided.

Disadvantages of Centralized Filing System

1. If the filing staff are not adequately trained and have no specialized trade knowledge, it shall lead to misfiling.
2. Since all the records are stored in one place, they will become more vulnerable. Consequently, the risk of loss due to theft, fire etc. can be increased.
3. There may be delay in making files available. Since a few staff members perform the whole work, delay cannot be avoided. The workload will also be more.
4. Chances for misfiling will increase considerably. Misfiling will lead to unnecessary delay in tracing out the documents and they cannot be produced promptly.
5. Where records are needed frequently by departments, centralization of files will cause much inconvenience. This may also cause frequent delays.
6. Centralized filing would result in increased staff costs.
7. The central department often tends to become a repository of all unwanted and unnecessary documents of all other departments.
8. Telephone enquiries cannot always be answered immediately if records are not on hand.
9. The real needs of the user department shall become secondary to the established routines and regulations of the central filing department.
10. Certain departments may find that the system of classification of files adopted by the central library is not the best one for referring their records.

What is decentralized filing system?

Under Decentralized filing system, filing is done in each individual department independently.

Merits of Decentralized Filing

1. This system ensures secrecy of documents and enables the individual departments to carry on their work independently and effectively.
2. This system saves time. If any document is needed, it can be made available promptly without any delay. This ensures quick action.

3. Specialized knowledge about the concerned departments will eliminate the chances for misfiling. Thus, safety of papers is ensured.
4. Since the papers are located within the same department they can be obtained at any time. The staff members need not go to the central filing section and get the required file. Reference is thus easy and quicker.
5. If various departments are geographically dispersed, departmental filing alone is suitable and economical.
6. The department staff normally does the filing work themselves. Hence, additional costs for appointing specialized staff for the filing department is avoided.
7. When chances for misfiling are more in the centralized filing system, decentralized filing is the only remedy.
8. The juniors will get sufficient training. In case of emergency, they can be transferred to the central filing department.

Demerits of Decentralized Filing

1. No standardized procedure shall be followed throughout the organization. The filing equipment will not also be standardized. Consequently, confusion will prevail in the office. The receiving clerk shall find it inconvenient in sorting out the incoming mail.
2. Additional space and equipment should be provided in each functional department. This factor will increase the cost of filing operations.
3. When a paper or document is concerned with more than one department, copies of such documents should be taken out and sent to various departments. This will result in unnecessary duplication of work.
4. Advantages of specialization are not possible in a decentralized filing system. Usually, one or two staff members in each department will look after this work besides their original work. Since it is an additional workload, they will not perform filing operations effectively.
5. There will be no uniformity in filing procedure. Each department will adopt its own procedure, which may be totally different to that of another.
6. Departmental filing lacks supervision. Therefore, control of filing becomes a difficult process. Co-ordination will also become difficult.
7. Specialist filing staff cannot be appointed in each department due to the additional cost involved.
8. Under decentralized filing system, movement of files cannot be controlled. This in turn leads to files being mislaid and difficulty in locating files quickly
 - Definition of decentralized and centralized filling system provided in the video presentation https://youtu.be/1Bkwv9_jTvE

Maintaining office paper record

Records contained in paper files should be managed according to business and legal requirements. This means they should be filed correctly, as soon as possible after receipt or creation. If an action is required, you should still file the document, and circulate the file to

the appropriate member of staff. Maintain a record of this circulation, to reduce the risk that the file will be misplaced.

Documents should not be placed loose into files or folders. This helps prevent loss, damage or destruction. The following principles will help in maintaining an orderly filing system:

- File latest record on top.
- File in order of the date on which the document was written, not date of receipt.
- File attachments or enclosures immediately below the documents to which they relate. Place bulky items such as plans or drawings in a pouch or pocket with the contents described on its front.
- Do not file duplicates.
- Circulated papers should be marked in such a way as to identify the original or master set and copies. File the original and, if necessary, insert a file note into other files to indicate its location.

File Coding

Coding a file consists of assigning symbols (numbers, letters and alphanumeric combinations) to the file. The coding is a representation of the RCS (Records Classification Scheme) in accordance with pre-established rules. A file is coded primarily for the following purposes:

- (a) To distinguish a file from other files within the same file group;
- (b) To distinguish a file from files of other groups; and
- (c) To indicate the logical relationship between record series and files within a series.

File indexing

Meaning of Indexing

Indexing means an arranged system through which the required documents and papers are easily located for the speedy disposal of urgent and/or ordinary matters.

The various files are maintained for different departments on various topics. Therefore, an indicator (index) is necessary to locate the files.

Objectives of Indexing

The objects of indexing are presented below.

1. To assist filing so that the filed documents are located easily and quickly whenever they are needed.
2. To increase the efficiency of the filing method.
3. To improve the efficiency of the office operation.
4. To state the key information regarding any subject in a condensed form.

Types of indexing used in filing of client's files

- Book Index
- Vowel Index
- Bound Book Index
- Loose Leaf Index

- Card Index or Vertical Card Index
- Visible Card Index
- Strip Index
- Wheel Index

File safety and security

Every business deals with sensitive information and documents – from personal data relating to clients to important company plans. It is therefore of utmost importance that all such secure documents are handled and managed in the safest ways possible to avoid any leaks or losses. There are many ways to ensure that your secure documents remain that way, whether you are dealing with electronic or hard copies.

Share Files Securely

Sharing files both internally and externally is an important aspect of most businesses. When these files contain sensitive material, it is vital that they are shared in a secure method.

Ensure document deliveries are protected

If you need to send hard copies of certain files or simply trust this method more than online, then finding and using secure document couriers is the best option. Tracked services mean you can keep tabs on your documents when they are in transit for that extra confidence. It is important to check any terms and conditions, knowing who is liable should there be an issue. Not only should this mean your deliveries will be safe in transit, it can reassure clients receiving such files or whoever the other party is that they are being sent in the most secure manner. This can be a much more efficient and cost-effective method as opposed to hand delivering files yourself.

Secure Paper Document Storage

For all physical documents, it is no use simply putting them all in a filing cabinet and forgetting about them. Especially for highly sensitive material, a few secure steps need to be taken to ensure they are at as little risk as possible of theft. Start by making sure that the area itself where they are all kept is locked at night, as well as any individual cabinets they are in. Employees should be trained in locking away all such sensitive documents and checking they are safe. For some companies it can also be useful to invest in secure offsite storage for the most important physical data, where it will be professionally managed and under high quality protection. You will still have access to all paper documentation when required.

Protecting records in offices and storage areas

Follow these basic security measures to safeguard physical documents and records:

1. Fit doors and windows in all offices and records storage areas with strong locks.
2. Keep filing cabinets and other records storage areas locked at all times when not in use.
3. Label all files, folders, and boxes so that their contents, dates, and extent are clear.
4. Equip offices and storage areas with fire and security alarms and test alarms regularly.
5. Only permit access to records storage areas to a small number of qualified personnel.
6. Supervise all external visitors whenever they are in offices or records storage areas.

7. Conduct regular security and facility inspections for all work spaces or records storage areas.
8. Transfer records with ongoing value according to records retention schedules.
9. Destroy obsolete and superseded records securely as soon as they are no longer needed.
10. Maintain full documentation about all records destroyed or transferred.
11. Never leave documents unattended in a public area.
12. Require a signed receipt of delivery when you send documents off the organization.
13. Seal and stamp “Confidential” all documents sent through the organization.
14. Destroy documents using a secure disposal service or a cross-cut shredder.
15. If you fax or print a document, make sure the receiving device is in a secure location.

How to ensure safety of client’s files

- Regularly backup your files.
- Use an external hard drive
- Store files in the cloud
- Control access to your files
- Encrypt your hard drive

Information Security

Information security sometimes shortened to (InfoSec) is the practice of protecting information by mitigating information risks. It is part of information risk management. It typically involves preventing or at least reducing the probability of unauthorized/inappropriate access, use, disclosure, disruption, deletion/destruction, corruption, modification, inspection, recording or devaluation, although it may also involve reducing the adverse impacts of incidents. Information may take any form, e.g. electronic or physical, tangible (e.g. paperwork) or intangible (e.g. knowledge).

Whether or not records are unclassified, confidential, or strictly confidential, all personnel in the must manage records so that they are safe from loss, destruction, or misuse. To help offices protect all their valuable information assets, an organization should implement a comprehensive information security programme. The goal is to protect information as securely as possible while ensuring personnel can access information and records in order to carry out their duties effectively. The following guidance relates specifically to protecting official records.

Understanding levels of risk

Various types of risks witnessed in an organization include: operational risk: the inability to meet operational goals and objectives; financial risk: the failure to document financial decisions or expenditures adequately; reputational or image risk: the loss of status as a reliable, effective, and accountable agency; and physical or security risk: the exposure of personnel and facilities to loss or damage. The effective management of official records can help eliminate or reduce the impact of these risks, by ensuring your office can provide the evidence you need to prove your actions, confirm operational or financial decisions, demonstrate accountability and transparency, and protect employees and property from harm.

Understanding sensitivity classifications

One of the ways is to classify documents and records according to levels of sensitivity. The higher the sensitivity of a record, the stringent protection it requires, in order to reduce risk. The sensitivity classifications are as follows:

- Strictly confidential: information or material whose unauthorized disclosure could reasonably be expected to cause exceptionally grave damage to or impede the conduct of the work.
- Confidential: information or material whose unauthorized disclosure could reasonably be expected to cause damage to the work.
- Unclassified: information or material whose unauthorized disclosure could reasonably be expected not to cause damage to the work.

All the documents and records under your control should be identified according to one of these three sensitivity classifications. These documents and records must be stored and handled so that the information in them is not inappropriately disclosed, whether the information is in paper or electronic form.

Handling filled up files

Once a file is filled up or it's full it should be closed and the registry officer should determine whether it should be retained, closed immediately and a continuation file opened or disposed. Files should be kept for as long as they are needed to meet the operational needs of the organization, and legal and regulatory requirements.

All paper files should be closed:

- No later than 5 years after opening (with some exceptions e.g. patient/client case files, personnel files relating to individual employees)
- As directed in Disposal Schedules (Local disposal schedules should advise when files should be closed)
- When the depth of papers reaches 2.5cm limit. File covers are designed to be a protection for the records contained within. When the depth of papers reaches more than 2.5cm, the file becomes hard to manage. Where this is the case the file should be closed and a continuation file opened
- When the subject matter is finished
- At the end of a calendar or financial year where the file title relates to a particular year
- When no new papers have been added to the file for two years. A new file can be opened again if it becomes appropriate. Exceptions to this rule will be patient/client case files, personnel files relating to individual employees
- Once a file is closed no further papers should be added. A yellow closure sheet must be inserted to every file closed.
- This reminds staff requesting a closed file that no further papers should be added.
- At this stage you should record on the file cover the date:
 - i. Of the earliest and latest papers
 - ii. Of first review
 - iii. The file is due to be destroyed
 - iv. The file should be transferred, whichever is appropriate

- v. The word closed should be stamped on the outside of the file, using a 'closed' rubber stamp.
- If, when a file is being closed, the subject to which it relates remains 'live' a continuation file should be opened.
- The storage of closed records should follow accepted standards relating to environment, security and physical organization of the files.

Steps to follow to ensure the filled up files system is more functional

- Determine how you want to retrieve the files. Do you want the files to be sorted by event, topic, or speaking engagement?
- Label each hanging and manila folders. This way, if you take out the manila folder, you will know what section to place the manila folder when you need to return it.
- Stick with the same labeling system. If you use front labels and file behind the tab, stay consistent. If you use color folders for particular folders, keep using those colors.
- Leave space in the drawer for new files. By purging every year to make room for the files, it will not only help your filing system stay current but it will also make your system more refined with what is going on that current year.
- Lay the paper in the folders so you can see the tabs. Papers sticking up out of the folders will block the tabs and make it more difficult to find a file.
- Find a filing cabinet that will hold all your files. Label each drawer a broad topic to help you and others find the right drawer more quickly and painlessly.

File storage

Storage equipment used in the office must provide appropriate protection for records based on the format and volume of the records, how frequently they are used, how quickly they need to be accessed, and security requirements.

The main types of filing equipment are:

Vertical filing cabinets - these are adequate for small filing systems, but are less suitable for large runs of records, and records that require frequent access. Access is slow, since drawers have to be opened, and this can have a significant impact where there is a high volume of filing activity. The cabinets require large amounts of space and drawer space is often not used to full capacity.

Bookshelves - these are suitable for books, or files that are stored upright, such as box files and lever arch files.

Lateral filing units - these have long drawers for storing files laterally and use space more efficiently than their vertical counterparts. Alternatively, static units without drawers can be used, where files are stored in hanging pockets or cradles. Where prompt filing and retrieval are required open units will be the most efficient. If file access is to be restricted, units with lockable doors or shutters can be used.

Mobile shelving - this may be suitable where a large volume of records needs to be stored near at hand, as it reduces the number of access aisles required. It is the most expensive type of shelving, and is very heavy. The floor must have sufficient structural capacity to support these shelves.

Unless awaiting destruction or transfer, records should not be stored in archive boxes. They should not be stored in office areas for long periods, and should never exceed 10kg in weight.

How to ensure safety of client's files

- Regularly backup your files.
- Use an external hard drive
- Store files in the cloud
- Control access to your files
- Encrypt your hard drive

4.2.1.4 Learning Activities

Practical activities

You will be provided with client's documents and you will be required to carry out the following:

1. Receive and record client's documents.
2. Create a physical client's file
3. Classify and code the client's file.
4. Index the file
5. Store the file

Field/Visit to nearby County Office

Table 14: Field visit to nearby County Office

Visit Objective/Aim	Indicators	Special Instruction
To establish and undertake creation of client's files.	- Methods used to create client's files Methods of filing client's files	Must indicate relevant steps for creation of client's files
To see different methods of indexing	- Detailed information contained in methods of indexing	The documents must be indexed

4.2.1.5 Self-Assessment

You are provided with the following questions for self – assessment, attempt them and check your responses.

1. Mary is a newly employed Office Assistant at Mwembe Tiyaari LTD. Her boss has given her a responsibility of dealing with client's files, advice Mary on how she can create a client's file?
2. Mwangi is an intern in the office of the governor and one of his duty is to ensure clients files are kept and updated, what are the importance of keeping clients files that Mwangi should bear in mind?

3. Filing is a very essential activity in every office. As an Office Assistant name two types of files you can use when filing office records?
4. Tom is a newly promoted Office Assistant at Furaha Company and he has been put in charge of records in the company. Advise her on the measures she should put in place to ensure safety of client's files in the office?
5. Indexing is one of the most crucial activity that takes place during the filing of client's documents, what are the objectives of this process.

4.2.1.6 Tools, Equipment, Supplies and Materials

The following resources are provided

- An office with a functional registry
- Stationery
- File register
- Sample files
- File cabinets
- Paper punch
- Paper pins and clips
- Staples
- Stapler
- Staple remover
- Envelope opener
- Assorted folders
- Office glue
- Computer.

4.2.1.7 References

Cox, Richard J. 2001. *Managing records as evidence and information* Westport, Conn.: Quorum Books.

N.A. Saleemi.1987. *Office administration simplified* Nairobi: N.A. Saleemi publishers.

William Saffady2004. *Records and Information Management: Fundamentals of Professional Practice* 3RD ED, ARMA International.

Responses

1. Mary is a newly employed Office Assistant at Mwembe Tiyari LTD. Her boss has given her a responsibility of dealing with client's files, advice Mary on how she can create a client's file?
 - Create a new file based on the template:
 - Create a new client file from existing client data based on the template:
 - Add to an existing Working Papers client file
 - Create a client contact sheet.

- Create a physical file.
 - Create a digital folder.
2. Mwangi is an intern in the office of the governor and one of his duty is to ensure clients files are kept and update, what are the importance of keeping clients files that Mwangi should put in mind?
- Filing collects and preserve the required papers and documents for future reference.
 - It protects the important files and documents from insects, dust, moisture, water, rats and fire.
 - It helps to uplift the image and prestige of the organization.
 - It helps to increase efficiency of the office.
 - It helps in handling customers and corresponding carefully to maintain the goodwill of the office.
 - It helps in formulation of planning for future. It helps in providing legal proofs to fulfill legal formalities.
3. Filing is a very essential activity in every office. As an Office Assistant name two types of files you can use to filing office records?
- Box files
 - Ring binders
4. Tom is a newly promoted Office Assistant at Furaha Company and he has been put in charge of records in the company. Advise her on the measures she should put in place to ensure safety of client's files in the office?
- Regularly backup your files.
 - Use an external hard drive
 - Store files in the cloud
 - Control access to your files
 - Encrypt your hard drive
5. Indexing is one of the most crucial activity that takes place during the filing of client's documents, what are the objectives of this process.
- To assist filing so that the filed documents are located easily and quickly whenever they are needed.
 - To increase the efficiency of the filing method.
 - To improve the efficiency of the office operation.
 - To state the key information regarding any subject in a condensed form

4.2.2 Learning Outcome 2: Identify and retrieve files

4.2.2.1 Introduction to the learning outcome

This learning outcome specifies the content of competencies required to Identify and retrieve files. It includes definition of terms related to identifying and retrieving files, standard operating procedures for retrieving files, Standard operating procedures for releasing files, file register, cross referencing of files, recording, retrieved files and record management policy

4.2.2.2 Performance Standard

- 1.1 Files to be acted upon are searched and retrieved based on filing system and records management policy
- 1.2 Files release register is established and maintained as per workplace policy
- 1.3 Retrieved files are recorded and released as per workplace policy

4.2.2.3 Information Sheet

Definitions of terms

- *File* a folder or box for holding loose papers together and in order for easy reference
- *Filing system*. the method of organizing and arranging the information that is stored in an office or a computer
- *Records* is any document (paper or electronic) created or received by offices or employees that allows them to conduct business
- *Records management policy* it defines information to be kept by an organization as a record, procedure for their management, their relation and procedure to ensure their secure destruction.
- *File register* It is used to record *files* taken out and *files* returned
- *Cross referencing* an instance within a document which refers to related information elsewhere in the same document
- *File retrieval* is the act of getting something back

Identify and retrieve files

Organize files for easy and intuitive retrieval of information. Organization is typically hierarchical, moving from broad categories through subcategories to specific contents such as individual folders or documents. The usual need is to retrieve a specific document. Files to be retrieve are identified based on what records you need to have or even the type of information requested for. The registry clerk determines the staff who retrieves the files the authorized personnel to retrieve the file should fill a file retrieve form.

- Contents of a file retrieval form
- Requesting Department name
- Name of the person requesting for the file
- File name
- The purpose for requesting for the file



Retrieval Request Details

Ref. Number: 1
 Status: Open
 Archive Name: Recent Projects.zip
 Send notification: Yes

Requested: 05/26/2006
 Last update: 05/26/2006 07:45 PM
 Archive Type: Windows (ZIP)
 E-mail address: moneill@examplecompany.com

Files requested to be retrieved:

ID	Size	File Name
46	1665 KB	Newsletter Layout.qxd
56	1768 KB	Annual Report.qxd
69	1756 KB	Brochure.qxd

Retrieval request notes:
 Please retrieve ASAP. There is some work in these files that I'd like to repurpose.

Figure 8: Retrieval request

Steps on Ways to Improve File Retrieval Efficiency

1. Using barcode technology with tracking software can greatly reduce the number of lost or missing files.
 2. Implementing and enforcing policies and procedures governing who can check in and check out files will help with location and tracking.
 3. Have a clearly defined policy identifying who is responsible for files for the duration of its lifecycle.
 4. Amalgamating your collections and repositories into a centralized filing room allows for much better file security, supervision and oversight.
 5. New RFID tag technology will allow you to track files with amazing precision, not just from last user or sign-out point, but to the actual location where the file physically resides at any given moment.
- Definition and the retrieval of files is presented in this video
<https://youtu.be/4V5BKGvfa88>

Making sure you don't lose files

When people take files out of the filing system, or they take documents out of a file, we must ensure that they don't lose them or forget to bring them back. People must never take the suspension files out; they should only take out the flat folder inside the file. To keep track of files we need a record of all the files or document that people borrow.

To do this we can use:

A file-out book - a file-out book is simply a book in which we write

- Who borrowed the file or document?
- Name of the file or document
- When they borrowed it
- When they returned it

Example:

Table 15: File out card book

NAME FILE	DOCUMENT	DATE TAKEN OUT	DATE RETURNED
Ms. Modise	Reports file	10-02-2001	12-02-2001
Mr. Ngwenya	Finance file	23-01-2001	

The person responsible for maintaining the system can use the file-out book to check who has which files and remind them to return it.

A file-out card - file-out cards are used in a filing cabinet. They are the same size as the files and are put in the place of the file, which has been borrowed. On the file-out card, we write the same information as in the book, i.e.

- Who borrowed the file or document?
- Name of the file or document
- When they borrowed it
- When they returned it

Table 16: File out card

OUT NAME	FILE	DATE TAKEN OUT	DATE RETURNED

File Register

A file register is a book or an electronic device used to record the movement of a file as it moves from storage back into active use and back into storage again. A file register may record:

- The date the file was put into storage
- Where the file is located
- When the file can be destroyed
- The date the file was opened
- The date the file was taken from storage
- The date it is expected to be returned
- Who requested the file.
- Who retrieved the file.
- Who currently is in possession of the file.

Date borrowed	File name	File number	Requested by	Retrieved by	Expected date of return	Date of return
17/8/00	Blackwell Divorce	1325	Ivan Kruber	Ivan Kruber	17/8/00	17/8/00
18/8/00	Manfred Sale of Property to Fairly	1335	Maree Taylor	Maree Taylor	19/8/00	19/8/00
27/8/00	Lee Probate	1223	Henri Gleitman	Kim Richards	29/8/00	29/8/00

Figure 9: Example of a file register

<https://www.nationalarchives.gov.uk/documents/information-management/tracking-records.pdf>

Cross referencing of files

It is possible for a correspondence to be filled in 2 or different files but only one file is available a good cross -reference system is needed.

When Cross Referencing is Important

1. When a person or a company uses more than one name.
2. If the correspondence may be seek under more than one name
3. If the firm is known under by its initials
4. If the name has changed
5. Foreign names which may be difficult to decide the indexing unit.

Record management policy

Principles of records management

- Accountability.
 - Integrity.
 - Protection.
 - Compliance.
 - Availability.
 - Retention.
 - Disposition.
 - Transparency.
- Explanation on records management principles is provided on this video presentation <https://youtu.be/GxkI6o0mtOM>

4.2.2.4 Learning Activities

Practical activities

You will be provided with client's documents and you will be required to carry out the following:

1. Retrieve files, recorded and release the files.

Field/Visit to nearby County Office

Table 17: Field visit to nearby County Office

Visit Objective/Aim	Indicators	Special Instruction
To establish and undertake retrieval of files.	- Methods used to retrieval files	Must indicate relevant steps for retravel of files
To see a sample of file register	- Detailed information contained in the file register	Must be approved

4.2.2.5 Self-Assessment

You are provided with the following questions for self – assessment, attempt them and check your responses.

1. Having an effective and efficient filing system is very important. Weasley who works for Ziwa LTD has been wasting time looking for a file when he wants to retrieve a client's file?
 - i. What are the ways Weasley should use to ensure there is an efficient retrieval system?
 - ii. What methods should he use to retrieve a file?
2. Mercy has been working in the registry for three months as a supervisor, her junior staff complained to her about a few files that have been missing for a while. Assuming you are Mercy draw, a file register that her junior staff can use to monitor the movement of files.
3. When people take files out of the filling system or they take documents out of the file one should ensure that he or she does not lose them, what are the two documents you can use to ensure you do not lose this file.

4.2.2.6 Tools, Equipment, Supplies and Materials

The following resources are provided

- An office with a functional registry
- Stationery
- File register
- Sample files
- File cabinets
- Paper punch
- Paper pins and clips
- Staples
- Stapler
- Staple remover
- Envelope opener
- Assorted folders

- Office glue
- Computer

4.2.2.7 References

Cox, Richard J. 2001. *Managing records as evidence* and information Westport, Conn.: Quorum Books.

N.A. Saleemi.1987. *Office administration simplified* Nairobi: N.A. Saleemi publishers.

William Saffady2004. *Records and Information Management: Fundamentals of Professional Practice* 3RD ED, ARMA International.

Responses for self-assessments

1. Having an effective and efficient filing system is very important. Weasley who works for Ziwa LTD has been wasting time looking for a file when he wants to retrieve a client's file.
 - i. What are the ways Weasley should use to ensure there is an efficient file retrieval?
system?
 - Using barcode technology with tracking software can greatly reduce the number of lost or missing files.
 - Implementing and enforcing policies and procedures governing who can check in and check out files will help with location and tracking.
 - Have a clearly defined policy identifying who is responsible for files for the duration of its lifecycle.
 - Amalgamating your collections and repositories into a centralized filing room allows for much better file security, supervision and oversight.
 - New RFID tag technology will allow you to track files with amazing precision, not just from last user or sign-out point, but to the actual location where the file physically resides at any given moment.
 - ii. What methods should he use to retrieve a file?
 - The manual system
 - The outdated system
 - The mechanical system
2. Mercy has been working in the registry for three months as a supervisor, her junior staff complained to her about a few files that have been missing for a while. Assuming you are Mercy draw a file movement register that her junior staff can use to monitor the movement of files.

Date borrowed	File name	File number	Requested by	Retrieved by	Expected date of return	Date of return
17/8/00	Blackwell Divorce	1325	Ivan Kruber	Ivan Kruber	17/8/00	17/8/00
18/8/00	Manfred Sale of Property to Fairly	1335	Maree Taylor	Maree Taylor	19/8/00	19/8/00
27/8/00	Lee Probate	1223	Henri Gleitman	Kim Richards	29/8/00	29/8/00

3. When people take files out of the filing system or they take documents out of the file one should ensure that he or she does not lose them, what are the two documents you can use to ensure you do not lose this file?
- File out card
 - file out card book

4.2.3 Learning Outcome 3: Monitor file movement.

4.2.3.1 Introduction to the learning outcome

This learning outcome specifies the content of competencies required to Monitor file movement

It includes definition of terms related to Monitoring file movement, Standard operating procedures for file preservation, tools for file movement control File movement register, File routing system and information security.

4.2.3.2 Performance Standard

- 1.1 File movement registers are created and maintained as per workplace policy
- 1.2 Movement of office files is monitored as per workplace policy
- 1.3 Files that have been cleared with are returned and restored for reuse as per workplace policy
- 1.4 Data privacy and preservation of the file are guarded as per workplace policy.

4.2.3.3 Information Sheet

Definitions of terms

- *File* a folder or box for holding loose papers together and in order for easy reference
- *Filing system.* the method of organizing and arranging the information that is stored in an office or a computer
- *File movement* Its capturing and maintaining information about the movement, use and transactions of records

Monitor file movement

It is capturing and maintaining information about the movement, use and transactions of records

The physical movement of records should be documented to ensure that each item can always be located when it is required. File movement manual assists in managing the movement of files, specifically:

- Where a file is located.
- Who is in possession of a file

An effective file management system supports the:

- Accountability of files for security purposes.
- Overall integrity of the filing system.

Tracking mechanisms should record the following information:

- The item reference number or identifier
- A description of the item (for example the file title)
- The person, position or operational area having possession of the item
- The date of movement

Systems for monitoring the physical movement of files include:

- Location cards
- Index cards
- Docket books

- Diary cards transfer or transit slips
 - Bar-coding
 - Computer databases (electronic document management systems)
 - Regular record audits or censuses (preferably once a year)
- File movement/file tracking is presented on this video
https://youtu.be/n_XfQkYT6DA

FILE LOCATION CARD			
Title:		File Number:	
Borrowed By	Date	Borrowed by	Date

Table 18: Physical tracking of a file: example of a location card

FILE TRACKING CARD		
File period		File number
Index headings		
Sent to	Date	Security classification
		Pervious file number
		Subsequent file number

Table 19: Sample of a file-tracking card

P.A DIARY CARD			
Month: Year:			
The files requested below are out for the PA			
File number	File number	File number	File number

Table 20: Physical tracking: example of a diary card

TRANSFER SLIP To: Registry 1 st floor Please complete this form when you pass a file to someone else so that the registry can update its computer database. Please remember files booked out are your responsibility. you must be able to produce them at request	
File number	Passed to
From:	
Date:	Telephone number

Table 21 Physical tracking: example of a transfer/transit slip

File movement register

		<u>MBONNY TECHNICAL SERVICES LIMITED</u> <u>Human Resources Department</u>					
		FILE MOVEMENT REGISTER (Form FMR/01/12)					
Date Requested	File name	File Number	Requested By	Retrieved By	Expected Date of Return	Date Returned	Returning Officer's Signature

Figure 10: Example of a file movement register

<http://www.edmaterials.com.au/vet/business/3/offices/resources/fileMovementManual.htm>

<https://www.nationalarchives.gov.uk/documents/information-management/tracking-records.pdf>

File Routing System

The direct delivery of files and information is key to realizing optimal efficiency. While document management mainly involves the storage and retrieval of documents, document routing specifically involves the delivery of those documents. File routing is essential in boosting the efficiency in workflow as it eliminates unnecessary steps in certain processes. Instead of scanning a document into a file, then emailing that file, file routing makes it easy to directly email the file to its destination.

File routing can be a challenge for any business. In small companies, employees tend to handle quite a few responsibilities – and it's all too easy for things to be misplaced or forgotten. And in large enterprises, passing paperwork from one department to the next can be complex and time-consuming – especially when a company has more than one location or a shared service center.

Benefits of file Routing Include:

- Increased efficiency in company communication and workflow
- Better control over document life cycle management
- Provides consistency in business processes
- Streamlines communication behavior of an office
- Helps improve the quality of documents
- Make sure your office workflow is running as efficiently as possible with the help of document routing.

What Is Electronic File Routing?

Routing refers to sending files from one person to another for review, approval or reference. Routing paper documents through traditional inter-organizational mail invites delays and missed communications. These traditional methods can also be unreliable and difficult to manage.

Electronic routing is "the automation of a business process, in whole or part, during which file, information or tasks are passed from one participant, human or machine to another for action, according to a set of procedural rules." In other words, it is a set of logical steps known as activities that are either executed by a human user or by a machine. A simplified example would have the workflow routing sending a file to the first person in the chain and based on that person's action, sending it to the next person in the reviewer chain. An action could include signing the document using Med Store's "electronic signature" facility.

Med store's workflow engine is the software component that facilitates the automation of a business process. With basic workflow, the engine is concerned with the electronic delivery of work to people. With additional thought, the business process itself can be further automated. The workflow engine can perform activities such as updating other systems

automatically, triggering application to produce other files, even making decisions based on programmed criteria.

While complete automation may not be practical for all business processes, the goal of workflow is a streamlined process where human contributions are kept to a minimum and are generally related to management of exceptions within the process.

Effectively implemented workflow that incorporates routing offers a variety of benefits to an organization including reduced operating costs, improved productivity and services, and better conditions for employees.

Other benefits include:

- Consistency and standardization in document life cycle management.
- Consistency and standardization in business process and methods. Proper tracking and auditing.
- Increased content quality. Elimination of risks associated with errors and omissions.
- A procedural-based way of performing business functions which allow for re-thinking of business methods.

Information security

Security threats in records management come from all directions ranging from malware and data breaches to theft, fire, or flood, making it essential to incorporate multiple types of security in records management.

In this video <https://youtu.be/thZWJYyCqDQ> you will learn more about why using multiple security strategies is important, where top security threats come from, and the specific types of securities used with document management system software and records storage today.

What Is Records Management Security

Records management requires appropriate protections for both paper and electronic information.

There are three main parts to records management security—ensuring protection from physical damage, external data breaches, and internal theft or fraud.

Why Using Different Security Types Is Important

Organizations face a range of security threats that come from all different angles, including:

- Employee theft and misuse of information
- Fire, flood, and other natural disasters
- Data breaches caused by viruses, trojans, and other forms of malware

Types of Security for Paper Records

When it comes to paper documents there are several strategies used to handle various security risks like environmental hazards and information theft or fraud.

Locked Storage Areas

Using locks in storage areas like filing cabinets is the first and easiest method for securing paper files. By keeping them locked it will keep prying eyes away and the records safe from theft.

Fire and Flood Protection

Although natural disasters are still a risk to filing cabinets in an office even if they are locked, off site records storage facilities use fire-suppression and climate-control systems to protect from natural disasters.

Secure Storage Facilities

In addition to natural disaster protections, off site storage facilities also implement securities like 24/7 video monitoring, locked premises, and on-site security staff.

Types of Security for Electronic Records

Document management system (DMS) software and cloud storage use a range of tools and methods like access controls and encryption to protect files.

Document Redaction

While in the past papers needed to be redacted before they were scanned, today documents can be redacted during the scanning process itself to obscure sensitive parts of new digital documents.

File Routing systems

Access Control Lists (ACL) ACLs are used for limiting access to sensitive files for only those who need it. Predefined lists with authorized users can be configured while any other prying eyes are locked out.

File Encryption

Many electronic document management systems incorporate encryption tools. With file encryption if for example a document is intercepted over an open network, the file will be inaccessible without the decryption key.

4.2.3.4 Learning Activities

Practical activities

Develop a file movement register and a transfer file register to be used to monitor movements of files in your organization for one year.

Field visit

Table 22: Field visit to nearby County Office

Visit Objective/Aim	Indicators	Special Instruction
To see a sample of a file transfer register.	- Detailed information contained in the file transfer register	Must be approved
To see a sample of file movement register and a	- Detailed information contained in the file register	Must be approved

daily tracking register		
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4.2.3.5 Self-Assessment

You are provided with the following questions for self – assessment, attempt them and check your responses.

1. Mwangi works at Mwalimu LTD as a registry clerk, he is required to monitor file movement in the registry, what two methods can he use to monitor the files?
2. Lilian has been asked to prepare a file movement register. Advise her on the details she should include while preparing the register.
3. As an office assistant. What are the mechanisms used to monitor physical files?
4. Mary works in the registry department and she is required to prepare a tracking mechanism. Which details should a tracking mechanism record?

4.2.3.6 Tools, Equipment, Supplies and Materials.

The following resources are provided

An office with a functional registry

- Stationery
- File register
- Sample files
- File cabinets
- Paper punch
- Paper pins and clips
- Staples
- Stapler
- Staple remover
- Envelope opener
- Assorted folders
- Office glue
- Computer

4.2.3.7 References

Cox, Richard J. 2001. *Managing records as evidence and information* Westport, Conn.: Quorum Books.

N.A. Saleemi.1987. *Office administration simplified* Nairobi: N.A. Saleemi publishers.

William Saffady2004. *Records and Information Management: Fundamentals of Professional Practice* 3RD ED, ARMA International.

Responses

1. Mwangi works at Mwalimu LTD as a registry clerk, he is required to monitor file movement in the registry, what two methods can he use to monitor the files?
 - Manual monitoring file movement
 - Electronically monitoring file movement
2. Lilian has been asked to prepare a file movement register. Advise her on the details she should include while preparing the register.
 - Date file was requested
 - The name of the file
 - The person/department requesting for the file
3. As an office assistant. What are the mechanisms used to monitor physical files?
 - location cards
 - index cards
 - docket books
 - diary cards transfer or transit slips
 - bar-coding
4. Mary works in the registry department and she is required to prepare a tracking mechanism. Which details should a tracking mechanism record?
 - The item reference number or identifier
 - A description of the item (for example the file title)
 - The person, position or operational area having possession of the item
 - The date of movement.

4.2.4 Learning Outcome 4: Update file records

4.2.4.1 Introduction to the learning outcome

This learning outcome specifies the content of competencies required to Update file records. It includes definition of terms related to update file records, standard operating procedures for updating file records, methods of file disposal, file disposal procedure, archiving inactive files, preparing office records report

4.2.4.2 Performance Standard

- 1.1 File information for update is received and recorded as per workplace policy.
- 1.2 Existing file records are updated as per workplace policy.
- 1.3 Files are archived as per workplace policy.
- 1.4 Office records report is prepared as per workplace policy.

4.2.4.3 Information Sheet

Definitions of terms

- *File* a folder or box for holding loose papers together and in order for easy reference
- *Records* is any document (paper or electronic) created or received by offices or employees that allows them to conduct business
- *File disposal* is the action taken on non-current records in accordance with an approved records retention schedule after all retention requirements have been met
- *Archiving* is the process by which inactive information, in any format, is securely stored for long periods of time.

Updating File Records

Regardless of whether you manage active and reference files in paper or electronic form, reviewing and replacing dated or previous year files with current year folders introduces these **Benefits**:

- Creates space in active file drawers (or electronic storage)
- Helps you find information faster
- Offers clear access to other users
- Reduces time spent on year-end reporting (tax prep)
- Relieves mental burden of what to do with documents (paper or electronic)

Organizing Paper Documents

If you are generally satisfied with your current filing system all that is required is to determine the main file categories that need updating, remove and/or archive previous year records, and replace with empty current year folders. Common categories include:

- Medical (, billing statements, prescriptions, receipts)
- Financial (bank and investment statements)
- Bills Paid (active accounts)
- Tax Documents

Schedule a 1-hour block in your calendar to tackle this routine maintenance now so that you are prepared for the inflow to come as the year progresses.

Below is a **suggested task plan** for updating personal paper files:

1. Remove previous year documents in these or related categories that have chronological significance (remove interior folder, keep labeled hanging file)
2. Store folders in labeled file box or alternate file drawer with previous years' records
3. Create new folders dated with the current year and arrange alphabetically in primary file drawer (easiest access, preferably within reach)

File disposal procedure

1. Determining the documents to be disposed of according to the retention schedule.
2. Preparing a list of the documents to be disposed of.
3. Preparing an archive disposal request.
4. Sending the request to the National Archives to be examined by the document disposal committee.
5. Assessing proposed documents by the document destruction committee, which give the approval for the destruction of the submitted documents.
6. Setting the destruction date.
7. Preparing documents to be disposed.
8. Physical checking of the documents before the destruction process.
9. Executing of the disposal operation in the presence of the disposal committee.
10. Preparing and signing an archive disposal report.

Methods of file disposal

- **Shredding:** Material under this method is processed under strict security. For paper records, destruction is accomplished via secure on-site shredding by a third-party vendor who provides certificates of secure destruction. The shredded material is then recycled. Note that non-record material can also be shredded. For digital records, they are deleted using technology ensuring they cannot be recovered.
- **Archives:** This designation is for material to be processed into the permanent historical records. The Archives works with individual departments during their processing. Records of enduring legal, fiscal, administrative or historical value are retained. Records duplicating information found elsewhere may be discarded.
- **Purging:** This special designation is for record sets which need to be purged before destruction. Usually this means removing material based on a specified criterion. The remaining material is then re-cataloged under a separate record classification with a longer retention period, and the remaining material is securely disposed

What is Archiving?

Archiving is the process by which inactive information, in any format, is securely stored for long periods of time. Such information may – or may not – be used again in the future, but nonetheless should be stored until the end of its retention schedule.

It should be emphasized that archived, inactive data can be made active again, as the implication of not being able to access information again sometimes dissuades businesses from archiving their records. Information should still be readily available if required at short notice. Archived data can be stored in a number of different formats, on a variety of devices.

When businesses archive data, they tend to archive entire collections of files. The word archive in itself suggests the retention of multiple records. Data that is archived might need to be because of legal rulings or because it is vital information that is likely to be used again in the future.

The Importance of Effective Archiving

Archiving is vitally important for information management and can give a business greater control over their information processes.

As a business grows, it will create more data – data that needs to be meticulously managed and monitored in order for it to be utilized properly. Keeping tabs on this data can prove problematic for businesses that never put an archiving system in place.

Data that is not archived is harder to locate, secure and appropriately disseminate if stored in a local environment – such as an employees' laptop – and thus will be inaccessible to other users. This will eventually have a negative effect on business functions and employee productivity.

What are inactive records?

Your inactive records are those documents and files that are rarely used but must be retained for occasional reference or in order to meet audit and legal requirements. Just because they aren't integral to your everyday work doesn't mean they're not important to look after. At a moment's notice, you may have to produce a document or file — and failure to do so could lead to legal repercussions.

Understanding retention requirements

How long you have to keep a record is dependent on the type of document. Since your business maintains a variety of records, it's important to understand the retention requirements for each. Doing so will allow for efficient retrieval of inactive documents that you have archived. Your legal advisor can provide you with retention scheduling guidelines.

Assess the accuracy of your records inventory

Having a precise records inventory is important to any records management program. Yet, organization and accuracy is often lacking with boxes of records that have been stored away for an extended period of time. You may have boxes of expired files that no longer need to be retained. And some records may be haphazardly stuffed into boxes with no rhyme or reason, making finding a specific file especially challenging. Before archiving your inactive records, it's important to get rid of those you no longer need and to properly organize and label those

Reviewing your current storage situation

Inactive documents and files tend to be the most-overlooked files in a corporate records inventory, hastily thrown into less-than-secure, rarely monitored storage areas. This is especially risky given the confidential and sensitive nature of these records. Similarly, inactive records that are kept in basement and attic areas are especially prone to damage from the following:

- Lack of ventilation
- Fire and flooding
- Mold and mildew
- Pest infestation
- Temperature and humidity fluctuations

The proper storage environment minimizes these risks and allows inactive records to be quickly located and retrieved at a moment's notice.

Finding a turnkey archival solution

The organization, storage and disposal of inactive records takes additional time and energy, either or both of which your company may not have. A professional information and records management solution enables documents and files to be quickly archived by providing a full project management package that combines the following services:

- File indexing and packing
- Off-site record storage
- Secure destruction

Preparing office records report

Once archiving has been done and records to be disposed have been identified, it's important that the records manager prepares an office records report. These reports can be prepared daily, monthly, quarterly or yearly depending on the organization records management policy,

These reports should include the following information,

- The name of the person who prepared the report
- The reason for preparing the report
- The date when the report was prepared
- The retention period
- The disposition method
- The subject of the report
- The report should indicate whether it is personal record or public record
- The report should also legal authority for maintaining the record.

Steps to follow when preparing a report

1. Decide the terms of reference

2. Decide on the procedure to use
3. Find the information
4. Decide on the structure
5. Draft the first part of the report
6. Analyze your finding and draw conclusion
7. Make recommendation

Types of records report

1. Deleted records report
2. New records report
3. Monthly records report
4. Updated records report

4.2.4.4 Learning Activities

Practical activities

Prepare office records report to be used by your organization in the file management system for the whole year

Field/Visit to nearby County Office

Table 23: Field visit to nearby County Office

Visit Objective/Aim	Indicators	Special Instruction
To establish and undertake disposal of files.	- Methods used dispose files	Must indicate relevant steps for disposal of files
To see a sample of office record report	- Detailed information contained in the office record report	Must be approved

4.2.4.5 Self-Assessment

You are provided with the following questions for self – assessment, attempt them and check your responses.

1. The archiving manager asked you to dispose some of the office records. What steps should you follow when disposing the records?
2. As an Office Assistant in the registry department, what methods should you use to dispose office records?

3. Temmy Company Limited has decided to update its file records. What benefits can they derive from this?
4. As a supervisor, what measures should you take when dealing with inactive records
5. As a newly employed secretary in the registry department what are the importance of having an effective archiving system?

4.2.4.6 Tools, Equipment, Supplies and Materials

The following resources are provided

- An office with a functional registry
- Stationery
- File register
- Sample files
- File cabinets
- Paper punch
- Paper pins and clips
- Staples
- Stapler
- Staple remover
- Envelope opener
- Assorted folders
- Office glue
- Computer

4.2.4.7 References

Cox, Richard J. 2001. *Managing records as evidence and information* Westport, Conn.: Quorum Books.

N.A. Saleemi.1987. *Office administration simplified* Nairobi: N.A. Saleemi publishers

William Saffady2004. *Records and Information Management: Fundamentals of Professional Practice* 3RD ED, ARMA International.

Responses

1. The archiving manager asked you to dispose some of the office records. What steps should you follow when disposing the records?
 - Determining the documents to be disposed of according to the retention schedule.
 - Preparing a list of the documents to be disposed of.
 - Preparing an archive disposal request.
 - Sending the request to the National Archives to be examined by the document disposal committee.
 - Assessing proposed documents by the document destruction committee, which give the approval for the destruction of the submitted documents.
 - Setting the destruction date.

- Preparing documents to be disposed.
 - Physical checking of the documents before the destruction process.
 - Executing of the disposal operation in the presence of the disposal committee.
 - Preparing and signing an archive disposal report.
2. As an Office Assistant in the registry department, what methods should you use to dispose office records?
- **Shredding** - Material under this method is processed under strict security. For paper records, destruction is accomplished via secure on-site shredding by a third-party vendor who provides certificates of secure destruction. The shredded material is then recycled. Note that non-record material can also be shredded. For digital records, they are deleted using technology ensuring they cannot be recovered.
 - **Archives** - This designation is for material to be processed into the permanent historical records. The Archives works with individual departments during their processing. Records of enduring legal, fiscal, administrative or historical value are retained. Records duplicating information found elsewhere may be discarded.
 - **Purging** - This special designation is for record sets, which need to be purged before destruction. Usually this means removing material based on a specified criterion. The remaining material is then re-cataloged under a separate record classification with a longer retention period, and the remaining material is securely disposed.

3. Temmy Company Limited has decided to update its file records. What benefits can they derive from this?
 - Creates space in active file drawers (or electronic storage)
 - Helps you find information faster
 - Offers clear access to other users
 - Reduces time spent on year-end reporting (tax prep)
 - Relieves mental burden of what to do with documents (paper or electronic)
4. As a supervisor, what measures should you take when dealing with inactive records?
 - Understanding retention requirements
 - Assess the accuracy of your records inventory
 - Reviewing your current storage situation
5. As a newly employed secretary in the registry department, what are the importance of having an effective archiving system?
 - As a business grows, it will create more data – data that needs to be meticulously managed and monitored in order for it to be utilized properly. Keeping tabs on this data can prove problematic for businesses that never put an archiving system in place.
 - Data that is not archived is harder to locate, secure and appropriately disseminate if stored in a local environment – such as an employees' laptop – and thus will be inaccessible to other users. This will eventually have a negative effect on business functions and employee productivity.

CHAPTER FIVE: OFFICE FACILITIES REPAIRS AND MAINTENANCE

Unit of learning code: BUS/CU/OA/CR/05/4/A

Related Unit of Competency in Occupational Standard: Coordinate Office Facilities Maintenance

5.1 Introduction to the Unit of Learning

This unit covers the competencies required to coordinate office facilities repairs and maintenance. It involves planning and overseeing facility repairs and maintenance, maintaining office hygiene as well as managing office keys movement.

5.2 Summary of Learning Outcomes

1. Plan and oversee facility repairs and maintenance
2. Maintain office hygiene
3. Manage keys movement

5.2.1 Learning Outcome 1: Plan and Oversee Facility Repairs and Maintenance

5.2.1.1 Introduction to the learning outcome

This outcome describes the competencies required to plan and oversee facility repairs and maintenance in an organization's office. It involves identifying areas/items that require repairs, preparing, maintaining and documenting a report of facilities that need repair or maintenance, scheduling for maintenance works, supervising repair works and maintaining records, ensuring occupation safety and health procedures are observed, assessing the quality of works, restoring repaired/maintained items identifying tools, equipment and materials needed for repair and maintenance and reporting and documenting repairs and maintenance activities.

5.2.1.2 Performance Standard

1. Areas/items that require repairs are identified based on the workplace policy.
2. A report on areas to be repaired/ maintained is prepared and documented as per workplace policy.
3. Schedule for repair and maintenance works is prepared based on availability of resources and workplace policy.
4. Repair works are supervised and records maintained in line with workplace policy.
5. Ensure occupational safety and health procedures are observed as per legal requirement.
6. Work quality is assessed based on agreed terms of service.
7. Repaired/maintained items are restored to users as per workplace policy.
8. Report on repairs and maintenance activities are prepared and documented as per workplace policy.

5.2.1.3 Information Sheet

Definition of terms:

Planning Is the process of thinking about the activities required to achieve a desired goal. It is an important activity leading to achievement of desired results.

Overseeing To watch or organize a job or an activity to make certain that it is being done correctly.

Office Facilities A room or set of rooms in which business, professional duties and clerical work is carried out.

Repairs Restoration work for when something gets broken, damaged or stops working.

Maintenance Routine activities meant to prevent damage and prolong the life of appliances.

Routine maintenance Any maintenance task that is done on a planned and ongoing basis to identify and prevent problems before they result in equipment failure.

Repair and Maintenance Schedules They represent the routine services and or inspections that are to be performed on a plant item. Each maintenance schedule consists of multiple intervals which are assigned a service or inspection procedure.

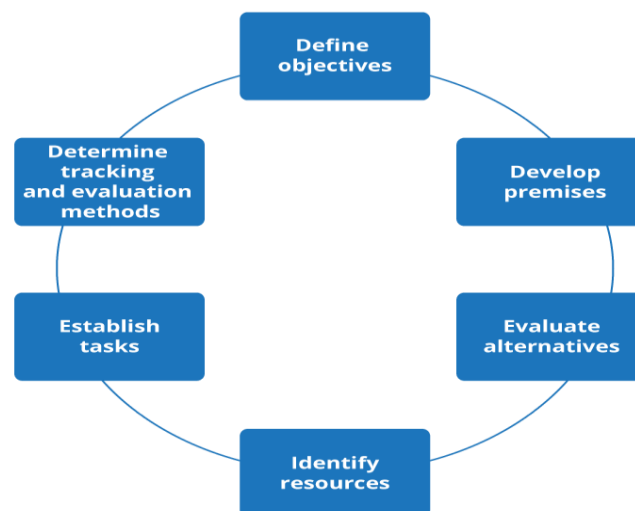
A **Standard Maintenance Procedure** is a detailed list of steps that describes how to perform a maintenance task.

Occupation Safety and Health These are activities for ensuring the safety, health and welfare of people at work. They protect other people within the organization from the safety and health hazards arising from the work related activities.

The Planning Process

Planning is the first primary function of management that precedes all other functions. It involves the decision of what to do and how it is to be done, when and who is to do it, where it is to be done and what will be required.

Figure I: **Steps in the Planning Process**



<https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwiY5OyytbtAhUQCWMBHfddC6UQFjACegQIBxAC&url=https%3A%2F%2Fcourses.lumenlearning.com%2Fwmpprinciplesofmanagement%2Fchapter%2Ftheplanningcycle%2F&usg=AOvVaw394dtTBY0DDCnI5IAxdpP2>

Define objectives: The first step in the planning process is to determine what is to be accomplished during the planning period. The planning process should define specific goals and show how the goals support the overall goal of the organization. Goals should be stated in measurable terms.

Develop premises: Planning requires making some assumptions about the future. Conditions may change as plans are implemented and thus the need to make forecasts about what the changes will be. These include changes in external conditions (laws and regulations, competitors' actions, new technology being available) and internal conditions (what the budget will be, the outcome of employee training, a new building being completed). These assumptions are called the plan premises. It is important that they are clearly stated at the start of the planning process.

Evaluate alternatives: There may be more than one way to achieve a goal. Managers need to identify possible alternatives and evaluate how difficult it would be to implement each one and how likely each one would lead to success. It is important to seek input from different sources when identifying alternatives since different perspectives can provide different solutions.

Identify resources: Determine the resources needed to implement the plan. One needs to examine the resources the organization currently has, what new resources will be needed, when the resources will be needed, and where they will come from. The resources could include people with particular skills and experience, equipment and machinery, technology, or money.

Plan and implement tasks: Create a road map that takes the organization from where it is to its goal. This will define tasks at different levels in the organizations, the sequence for completing the tasks, and the interdependence of the tasks identified.

Determine tracking and evaluation methods: It is very important to track the progress of the plan. The plan should determine which tasks are most critical, which tasks are most likely to encounter problems, and which could cause bottlenecks that could delay the overall plan. Regular monitoring and adjustment as the plan is implemented should be built into the process to assure planned activities are efficiently carried out.

Planning for repairs and maintenance: Planning and scheduling maintenance and repairs is critical to achieving effective operations, and keeping costs down.

There are many factors to consider when putting a maintenance program in place; the most basic are:

Scheduling: This is planning on how to carry out the process of repairs and maintenance. It is like time tabling for repair and maintenance activities and resources. This helps prevent problems from occurring and extends the time between repairs or failures.

Making Safety a Priority: Educate your staff on all the potential safety risks associated with your operation to ensure everyone is working under safe, controlled conditions.

Keeping Records: Recording the condition of your equipment and any maintenance tasks performed on a regular basis will provide all workers with the information necessary to assess root problems when they arise.

Assigning Responsibilities: Giving responsibility for specific maintenance tasks to various members of your team means that there are more eyes on the performance of your equipment. One can respond to issues more quickly and detect problems as early as they arise.

Being Proactive: The purpose of scheduled maintenance and repairs is to identify problems before they get out of hand and cause catastrophic failure to your operation. This should come out naturally following the initial steps.

Outsourcing Maintenance and Repair

If your operation is too big or there isn't the knowledge base within your own workforce, there are professional providers of maintenance and repairs.

Office Facilities

Table 2. Description of facilities in different offices:

Service	Definition	Description	Limitations
1. Staff Office	An office used by staff in the	Include rooms generally occupied by Classified,	Large rooms such as glass shops,

	performance of their regularly assigned duties.	Wage-Worker or Temporary Hire personnel including clerical, stenographic, receptionist and also any management personnel not included as an administrative position. Included in this category is space where any machines, files and reception areas are in the same room with clerical personnel and where such space is incidental to the office function.	painting shops, etc., which have a desk for a technician or staff member are classified according to the primary purpose of the room rather than a staff office. The office portion may be prorated out, however.
2. Faculty Office	A room assigned to a faculty member for the performance of duties other than the meeting of classes.	Include all offices used by faculty, including heads of instructional departments below the rank of dean; associate and assistant deans budgeted to other than instruction and serving a portion of the institution; graduate assistants, research associates and teaching associates, and post doctorate fellows for instructional or research purposes, instructional preparation, counseling, etc. A studio in the department of music or fine arts assigned to one or more faculty members for their own work even though occasionally used for a student lesson should be classified as a faculty office.	Faculty Offices are by definition used for Instructional Support. They may be prorated with Office Research Lab, if they are also used for Departmental or Sponsored Research. Faculty Offices may also be prorated with Staff Offices when occupants use the space to provide both instructional support and administration.

3. Administrative Office	A room or suite of rooms used by administrative personnel for the Performance of administrative duties.	Include rooms generally referred to as the offices of presidents, business managers, all deans, associate and assistant deans serving the entire institution (such as deans of administration, faculty and graduate school), registrars, directors of admissions, dean of students, placement directors and director of student	Do not include clerical, stenographic or other general office space.
4. Student Office	An office or portion of an office used by employed students for the performance of duties other than the meeting of classes	Include all office space occupied by employed students, including Graduate Research Assistant (GRA), Graduate Teaching Assistant (GTA), Work Study Students and Practicum.	Do not include space for non-employed or non-paid volunteers. These should be included as part of supervised ADMIN or STAFF space.
5. Office Service	A space that directly serves an office or group of offices as an extension of the activities in those spaces.	Includes file rooms, break rooms, kitchenettes serving office areas, copy and fax rooms, vaults, closets, private rest rooms not available to the public, records rooms, office supply rooms, first aid rooms serving office areas, student counseling rooms and testing (assessment, non-health, non-discipline-related) rooms, and open and private (restricted/nonpublic) circulation areas.	Waiting, interview, and testing spaces are included as Office Service if they serve a specific office or office area and not a classroom laboratory or clinic. A student counseling (non health) testing room should be coded as Office Service (315). A receptionist room that includes a waiting area should be coded as Office (310). Lounges that

			serve specific office areas and that are not generally available to the public should be coded as Office Service (315). Centralized mail rooms, shipping or receiving areas, and duplicating or printing shops that serve more than one building (or department or school, etc.) or that are campus-wide in scope should be classified Central Service (750). Does not include Unit Storage (780).
6. Conference Room	A space serving an office complex and used primarily for staff meetings and departmental activities.	A conference space is typically equipped with tables and chairs. Normally it is used by a specific organizational unit or office area, whereas Meeting Rooms (680) are used for general purposes such as community or campus group meetings not associated with a particular department. If a space is used for both conference and meeting space functions, then the space should be classified according to its principal use. A conference space is distinguished from facilities such as seminar	Does not include classrooms, seminar rooms, lecture rooms (see Classrooms-110), auditoria (see Assembly-610), departmental lounges (see Office Service-315), open lounges (see Lounge-650), and Meeting Rooms (680).

		rooms, lecture rooms, and Classrooms (110) because it is used primarily for activities other than scheduled classes. A conference space is intended primarily for formal gatherings, whereas a lounge is intended for relaxation and casual interaction. This category includes teleconference spaces.	
7. Conference Room Service	A space that directly serves one or more conference spaces as an extension of the activities in those spaces	Includes kitchenettes, storage spaces, Telecommunications control booths, projection rooms, sound equipment rooms, etc., if they serve conference spaces.	Excluded are service spaces that support meeting spaces (see Meeting Room Service-685) or offices (see Office Service-315).

5.2.1.4 Learning Activities

Practical Activities

You will carry out the following tasks in an institutional simulated environment while complying with industry practices and procedures as well as occupational, health and safety practices.

- Inspect available machine and equipment's to identify problems and necessary maintenance.
- Prepare maintenance schedules as per work place policies.
- Conduct daily cleaning and maintenance activities.
- Carry out repairs on time.
- Maintain inventory of equipment, and ensure their proper storage.
- Comply with all health and safety regulations and practices.

Field Visit

You will visit functional offices in the county headquarters; while complying with industry practices and procedures and with occupational, health and safety practices and any legal or regulatory requirements, you will perform out the following tasks.

1. Identify areas/items that require repairs based on the workplace policy.
2. Report on areas to be repaired/ maintained is prepared and documented as per workplace policy.
3. Schedule for repair and maintenance works based on availability of resources and workplace policy.
4. Supervise repair works and maintain records in line with workplace policy.
5. Ensure occupational safety and health procedures are observed as per legal requirements.
6. Assess the quality of work based on agreed terms of service.
7. Ensure that repaired/maintained items are restored to users as per workplace policy.
8. Prepare documented reports on repairs and maintenance activities as per workplace policy.

After the visit you will write a report on the process of scheduling and overseeing repairs and maintenance works, challenges observed, their likely solutions.

NB

During your field visit, you will be required to report to the station as an employee and perform duties allocated to you for the day(s). Your supervisor will provide a report on a template to be provided on your performance.

5.2.1.5 Self-Assessment

1. Describe types of maintenance carried out in organizations.
2. Describe four types of plans known to you.
3. What is the importance of repairs and maintenance schedules?
4. Describe examples of routine maintenance.
5. What are the effects of routine maintenance to the operations of an organization?

5.2.1.6 Tools, Equipment, Supplies and Materials

- Stationery
- Telephone
- Computer
- Key register
- Key safe
- Cleaning detergents
- Cleaning tools and equipment
- Cleaning product and supplies
- Safety boots

- Dust coats • Gloves
- Dust mask

5.2.1.7 References

N.A. Saleemi, 1987. Office administration simplified Nairobi: N.A. Saleemi publishers.
 William Saffady 2004. Records and Information Management: Fundamentals of Professional Practice 3RD ED, ARMA International.
 Cox, Richard J. 2001. Managing records as evidence and information Westport, Conn.: Quorum Books.

Responses to Self-Assessment Questions

- Describe types of maintenance carried out in organizations.
 - Corrective Maintenance** is carried out following detection of an anomaly and aimed at restoring normal operating conditions. This approach is based on the firm belief that the costs sustained for downtime and repair in case of fault are lower than the investment required for a maintenance program. This strategy may be cost-effective until catastrophic faults occur.
 - Preventive Maintenance:** Carried out **at predetermined intervals** or according to **prescribed criteria**, aimed at **reducing the failure risk or performance degradation** of the equipment.
 The maintenance cycles are planned according to the need to take the device out of service. The incidence of operating faults is reduced.
 - Risk-Based Maintenance:** Carried out by **integrating analysis, measurement and periodic test** activities to standard preventive maintenance. The gathered information is viewed in the context of the environmental, operation and process condition of the equipment in the system. The aim is to perform the asset condition and risk assessment and define the appropriate maintenance program. All equipment displaying abnormal values is refurbished or replaced. In this way it is possible to extend the useful life and guarantee over time high levels of reliability, safety and efficiency of the plant.
 - Condition-Based Maintenance:** Based on the equipment **performance monitoring** and the **control of the corrective actions** taken as a result. The real actual equipment condition is continuously assessed by the on-line detection of significant working device parameters and their automatic comparison with average values and performance. Maintenance is carried out when certain indicators give the signaling that the equipment is deteriorating and the failure probability is increasing. This strategy, in the long term, allows reducing drastically the costs associated with maintenance, thereby minimizing the occurrence of serious faults and optimizing the available economic resources management.
- Describe four types of plans known to you.

- a. **Strategic** plans are all about why things need to happen,” Story said. “its big picture, long-term thinking. It starts at the highest level with defining a mission and casting a vision.
- b. **Operational** plans are about how things need to happen,” motivational leadership speaker Mack Story said at LinkedIn. “Guidelines of how to accomplish the mission are set
- c. **Tactical plans** are about what is going to happen,” Story said. “Basically at the tactical level, there are many focused, specific, and short-term plans, where the actual work is being done, that support the high-level strategic plans
- d. **Contingency** plans are made when something unexpected happens or when something needs to be changed. Business experts sometimes refer to these plans as a special type of planning.

3. What is the importance of repairs and maintenance schedules?

- It eliminates unexpected replacements and breakdowns.
- It keeps costs down because repairs are not made on an emergency basis.
- It extends the lives of expensive common elements and reduces reserved funds.
- It stops problems before they occur.

4. Describe examples of routine maintenance.

- Lubricating, cleaning, or adjusting machinery.
- Inspecting equipment to ensure proper operation and safety.
- Replacing parts that show deterioration
- Checking, testing, and maintaining safety equipment, such as safety barriers, fire extinguishers, or alarm systems.
- Checking for and replacing damaged signage or utilities, like light bulbs.
- General workplace maintenance, such as cleaning floors, replacing HVAC filters, and washing windows, trash removal, and landscaping.

5. What are the effects of routine maintenance on the operations of an organization?

- Decreases downtime and lengthens the lifespan of equipment.
- Reduces the need for reactive maintenance.
- Helps assets and equipment to be working in optimal conditions, leading to fewer failures.
- Increases productivity.
- Increases profitability.
- Ensures improved safety.

5.2.2 Learning Outcome 2: Maintain Office Hygiene

5.2.2.1 Introduction to the Learning Outcome

This outcome describes the competencies required to maintain office hygiene in an organization. It involves preparation of office premise cleaning schedule, obtaining cleaning tools and equipment based on surfaces to be cleaned, obtaining Cleaning products and supplies based on surfaces to be cleaned, cleaning in line with workplace policy, arranging work stations and restoring them to order, cleaning public areas of premises, ensure occupational safety and health procedures are observed, cleaning and maintaining sanitization facilities and storing cleaning materials, equipment, detergents and reagents as per workplace policy.

5.2.2.2 Performance Standard

1. Office premise cleaning schedule is prepared as per workplace policy.
2. Cleaning tools and equipment are obtained based on surfaces to be cleaned as per workplace policy.
3. Cleaning products and supplies are obtained based on surfaces to be cleaned as per workplace policy.
4. Cleaning is done in line with workplace policy.
5. Work stations are arranged and restored to order as per workplace policy.
6. Public areas of premises are cleaned as per workplace policy.
7. Ensure occupational safety and health procedures are observed as per legal requirement.
8. Sanitation facilities are cleaned and maintained as per workplace policy.
9. Cleaning materials, equipment, detergents and reagents are stored as per workplace policy.

5.2.2.3 Information Sheet

Definition of terms

Maintain: To keep in existence or continuance.

Hygiene: A practice or activity to keep things healthy and clean. Good personal hygiene is very important in today's society for both health and social reasons.

Cleaning: The process of removing unwanted substances, such as dirt, infectious agents, and other impurities, from an object or environment.

Sanitization: A process that aims at killing and eradicating the bacteria, germs, pathogenic, and non-pathogenic microorganisms which grow on various surface tops.

Detergent: A water-soluble cleansing agent which combines with impurities and dirt to make them more soluble, and differs from soap in not forming a scum with the salts in hard water.

Safety: Being protected from or unlikely to cause danger, risk, or injury.

Health: A state of physical, mental and social well-being.

What is an ideal office?

An ideal work environment is a preferred atmosphere at work.

The office environment t keeps employees happy and connected and improves their productivity.

Focusing on employees' feelings and feedback has proven that having a constructive work environment can improve productivity, make employees happier and more confident.

Tips for maintaining an ideal office

Hire positive people: Start by hiring exceptional team members.

Don't hire for skills, hire for attitude because you can always teach skills. Look for the personality. Be very aware of how you feel around the person you are interviewing.

Improve the team: Team bonding activities are always a nice way to improve the relationships in the team. Any team fun or relaxing activities like a day at the amusement park, a movie in the afternoon with popcorn and candy, chair massages. Anything you can think of to make people feel that you are doing something nice for them will make people feel happier and closer to each other.

Encourage some selfish thinking: While bonding and creating a stronger team is very important, do not forget that you have **goals, targets** and business competitors; that are why your employees need to be team players but also strive for their personal improvement which eventually brings growth for the company.

Improve communication: Encourage people to say "hi" to each other no matter their organizational place, managers waving at interns even when they are busy and vice versa, is the start of improving communication.

Another important factor to improve communication is to receive and be open to feedback specific on how their work is contributing to the broader business objectives and to receive gratitude when working hard.

Work on your space: Working in a clean, attractive office can have tremendous effects on your office environment including comfy chairs or a choice of whether to sit or stand at their desks. When employees choose a space that makes them comfortable, give them the freedom to customize their area.

Do and Don'ts of Personal Hygiene in the Workplace

- Do clean up after yourself.
- Do regularly wipe down your workstation.
- Do wash your cups and mugs daily.
- Do use sanitizer provided for you.
- Do adhere to the company's hygiene policy.

How to Maintain Cleanliness and Organization in the Workplace

1. Assess Risks. Before you can improve workplace cleanliness, you must identify and prioritize areas of concern.
2. Make daily cleanup a routine habit.
3. Make it easy for employees to be clean.
4. Make hygiene a priority.
5. Choose appropriate cleaning products.
6. Declutter.
7. Control dust.

The 6 Golden Rules of Office Hygiene

- Eat away from your desk.
- Dispose of food packaging immediately.
- Cover coughs and sneezes.
- Dry your hands thoroughly after you wash them.
- Change communal dishcloths and sponges regularly.
- Maintain personal hygiene.

Office Cleaning

Office cleaning activities include (but are not limited to) the following:

- Dusting your desk, window sills, picture frames and computer monitor
- Vacuuming carpets and mopping floors
- Disinfecting doorknobs, keyboards and the computer mouse
- Removing the trash and recycling
- And more custom cleaning plans are available!

How to Clean an Office

Offices become a haven for germs and bacteria. Regularly cleaning and disinfecting your desk will help avoid sickness and rise above distractions.

Tips for cleaning the dirtiest places in your office:

Office Cleaning Checklist

Use our office cleaning checklist to clean each area of your office. Print out the checklist and put it on the notice board so everyone can help out, or just use this list for your own reference as you clean the office to make sure you don't miss a spot.

Cleaning Your Office

While sitting at a desk over sustained stretches of time, we do a lot more than just work. We chew, sneeze, cough, touch and spill.

Dust. Use a damp microfiber cloth to wipe down all surfaces. Remove your papers, file folders, calendars, stapler and other objects so you can wipe down your desk. Don't overlook areas like power strips behind your desk, fan blades, window sills, the top of your monitor or the tops of picture frames.

- Vacuum. Work top to bottom. You should alternate between the upholstery brush, narrow attachment, and carpet attachment to thoroughly vacuum each and every surface on your desk and in your office. Pay attention to the areas you dusted, and vacuum up any loose dust the cloth didn't capture.
- Disinfect. Sitting at our desks, we do lots and lots of touching, creating new micro-bacteria colonies with each keystroke, mouse click and phone call. Disinfect that mouse and office phone: the keypad, headset, mouthpiece, the whole thing.
- Consistency. Put a reminder on your calendar to clean and organize your desk weekly or bi-weekly. A cleaning routine will make it easier next time. Even better, keep disinfectant wipes near your desk so you can give everything a quick wipe-down between cleaning days.

How to Organize an Office

Clear clutter and organize your desk. An organized desk helps calm the mind and organize thoughts. Your stress will go down, and your productivity will go up.

- Remove clutter that doesn't belong. A few plants, photos or trinkets are acceptable.
- Create two "zones" on your desk: one for computer work, the other for non-computer work.
- Every office desk needs a place where items that don't have a home yet can live. Dare we say "junk drawer"? Use a document tray or a file drawer for these items instead of a pile in the corner.
- Use zip ties to bundle electrical cords together and keep them from creating a cord nest.
- Keep a trashcan near your desk to make it easy and efficient to toss trash and recycle papers.
- Use stacking document trays to free up space and provide separation for documents: one for mail, one for documents that need signatures, one for documents that need to be filed, etc.
- Go vertical. When you run out of desk or drawer space, free up space by using walls to hang shelves or whiteboards.

How to Clean a Keyboard

If you have a laptop, shut down the computer before cleaning. Prevent the spread of germs with these keyboard cleaning tips:

1. Shake it out! You may want to do this outside or over a trash bin.
2. Use a can of compressed air to force the remaining dust and food particles out from behind the keys.

3. No canned air? Try folding a Sticky Note in half with the sticky part facing out. Run it through the cracks on your keyboard to collect debris.
4. Dip cotton swabs in alcohol, and swipe them between the keys.
5. Spray disinfectant on a cloth, and wipe the top of the keyboard.

How to Clean a Computer Monitor

If you work on a laptop, shut it down and clean the keyboard and screen at the same time.

1. Disconnect the monitor, and wipe it down with a damp microfiber cloth.
2. Use a vacuum with an upholstery brush to remove dust in the vents.
3. Spray glass cleaner on a cloth to clean the glass.
4. Finally, use a can of compressed air to remove any remaining dust in the cracks and crevices.

How to Clean an Office Chair

Your office chair literally supports you on the job.

1. Look for an upholstery tag, which will guide cleaning practices.
2. Use a vacuum with an upholstery brush to remove any loose dust or debris.
3. Use a microfiber cloth and an all-purpose cleaning spray to wipe down any hard surfaces or parts.
4. If the cushion fabric is water-safe, use a spray bottle with a few drops of dish soap to spot-clean the fabric. Use this cleaning method for mesh and plastic office chairs.
5. To clean upholstery that isn't water-safe, fill a spray bottle with rubbing alcohol and 20 drops of essential oils. Use this to disinfect the fabric and remove spots or stains.
6. To clean leather office chairs, mix a few drops of dish soap with a half-gallon of warm water. Use a cloth to wipe down the leather with this solution, but don't saturate the leather. Once you're finished, apply a leather conditioner to maintain the fabric.
7. Lubricate any moving parts with a dab of lithium grease or a spray lubricant. Silicone spray works great.

Cleaning tools and equipment

The following are some, not all, of the common tools and equipment used for cleaning in the office.

Broom: A cleaning implement for sweeping made of bundle of straws or twigs attached to a long handle.

Dustpan: A cleaning tool commonly used to scoop the dirt and wastes on the floor.

Vacuum cleaner: A device that uses an air pump to create a partial vacuum to suck up dust and dirt.

Water Hoses: Hollow tubes designed to carry fluids from one location to another.

Bucket: A watertight, vertical cylinder or truncated cone, with an open top and a flat bottom.

Cobwebbier: Used for reaching and sweeping of floor without a stool.

Sponge: Characterized by readily absorbing water and becoming soft when wet while retaining toughness.

Dishcloth: Used in the kitchen to dry dishes and other surfaces.

Cleaning cloth: Used to wipe the cleaning tools and equipment.

Floor buffer: Electrical appliance that is used to clean and maintain non-carpeted floors.

Cleaning detergent: Surfactant or a mixture of surfactants with cleaning properties in diluted solutions that is also used in cleaning purposes.

Liquid detergent: Detergent in liquid form used for cleaning tools and equipment.

Scrubbing foam: Used to remove the contaminants of any tool and equipment.

Paper towel: Absorbent textile made from paper instead of cloth used in drying hands, wiping windows, dusting and cleaning up soils.

Water: Liquid used for cleaning most of the tools and equipment. **Universal solvent.** Water.

Waste container: Container for temporarily strong refuse and waste.

Baking soda: Otherwise known as bicarbonate of soda or sodium bicarbonate is used to deodorize refrigerators.

Glove: A garment that covers the whole hand of a person that performs household services.

Cleaning products and supplies

There are many products for cleaning used in offices. Each organization may have to select from their suppliers the specific items they need for the purposes of cleaning.

In order to maintain workplace hygiene and keep employees healthy, it's critical to invest in the proper office cleaning supplies..

Office Cleaning Supplies

- All-purpose stain and spot remover
- Baking soda (to use as a sink or countertop scrubber)
- Bath tissue (Angel Soft and Charmin are popular choices)
- Bucket (should be a one-time purchase)
- Broom, dustpan, and brush (should be a one-time purchase)
- Dish soap
- Disinfecting wipes (such as Clorox)
- Facial tissue
- Feather duster (doesn't need to be replaced very often)
- Floor cleaning solution (if not using a vinegar dilution)
- Glass/window cleaner
- Gloves (disposable or reusable)
- Hand soap (such as Dial, Purell, or Soft soap)
- Kitchen cleaners (such as sink scrubbers and disinfecting counter sprays)
- Micro-fiber cleaning cloths (can be re-used for quite some time)
- Paper towels (Bounty is a popular brand)
- Sponges
- Sponge mop and/or dry mop
- Toilet bowl cleaner
- Trash bags (Glad is a popular choice)
- Vinegar (to use as a floor and/or surface cleaner)

- Wood polish (if your office includes several wooden surfaces)

It is important to ensure these standard supplies are always on hand, and then make sure they're being put to good use. Availability and implementation of these tools is the key to maintaining a cleaner, healthier office.

Hygiene and Sanitization

Hygiene refers to the practices which lead to a healthy being and environment while sanitization is designed to reduce the number of microorganisms to a safe level. This means that hygiene practices are continuous while sanitization is periodic.

Sanitizing is performed after cleaning. Unclean surfaces will reduce the effectiveness of sanitizing.

Cleaning vs. disinfecting/sanitizing vs. sterilization

Cleaning

Cleaning refers to the removal of germs, dirt and impurities from surfaces. It doesn't kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

Disinfecting/sanitizing

Disinfecting/sanitizing refers to using chemicals to kill germs on surfaces. This process doesn't necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

Sterilization

Sterilization describes a process of destroying or eliminating all forms of microbial life and is carried out in health care facilities by physical or chemical methods.

Steps to Cleaning & Sanitizing surfaces

- Clean the surface with an appropriate cleaner.
- After cleaning, thoroughly rinse the surface with clean water.
- Apply a sanitizing solution to the surface. You can use a quat-based or chlorine-based sanitizer. ...
- Allow the sanitizer to air dry on the surface.

Unlike detergents, disinfectants kill or inactivate microorganisms such as viruses and bacteria. They therefore don't have a cleaning effect; you don't remove dirt with a disinfectant. Disinfectant is most often used in addition to a detergent; it's used to disinfect a given area.

Safety, Health and Security in the Workplace

It is the process to protect an employee from work related illness and injury and to make the workplace secure from intruders. Every company should have an Environmental, Safety and Health Policy statement, in other words, a workplace safety plan.

An example Hygiene and Sanitation Policy For Employees

- Report to work in good health, clean, and dressed in clean attire.
- Wash hands properly, frequently, and at the appropriate times.
- Keep fingernails trimmed, filed, and maintained so that the edges are cleanable and not rough.
- Avoid wearing artificial fingernails and fingernail polish.
- Wear single-use gloves if artificial fingernails or fingernail polish are worn.
- Do not wear any jewelry except for a plain ring such as a wedding band.
- Treat and bandage wounds and sores immediately.

When hands are bandaged, single-use gloves must be worn in the mint processing facility or the job requires direct contact with the product.

5.2.2.4 Learning Activities

Practical Activities

You will carry out the following tasks in an institutional simulated environment while complying with industry practices and procedures as well as occupational, health and safety practices.

1. Prepare office premise cleaning schedule/procedures.
2. Obtain cleaning tools and equipment based on surfaces to be cleaned.
3. Obtain cleaning products and supplies based on surfaces to be cleaned.
4. Carry out cleaning in line with workplace policy.
5. Arrange work stations and restore them to order.
6. Clean public areas of premises.
7. Observe occupational safety and health procedures as per legal requirement.
8. Clean and maintain sanitation facilities.
9. Store cleaning materials, equipment, detergents and reagents.

Field Visit

You will visit functional offices in the county headquarters; while complying with industry practices and procedures and with occupational, health and safety practices and any legal or regulatory requirements, you will perform out the following tasks.

1. Obtain cleaning tools and equipment based on surfaces to be cleaned.
2. Clean the work place in line with workplace policy.
3. Restore the work place to order.
4. Observe occupational safety and health procedures as per the requirements.
5. Store cleaning materials, equipment, detergents and reagents as per the workplace policy.

After the visit you will write a report on the practice of maintaining office hygiene, challenges observed and their likely solutions.

NB During your field visit to an established reception office, you will be required to report to the station as an employee and perform duties allocated to you for the day(s). Your supervisor will provide a report on a template to be provided on your performance.

5.2.2.5 Self-Assessment Questions

1. Describe four main types of cleaning agents used in offices?
2. What is the importance of hygiene in the office?
3. Describe the dirtiest office items.
4. What can management do to enhance levels of hygiene on the office?
5. Mention four Steps of Cleaning & Sanitizing surfaces
6. Give different between cleaning and sanitizing

5.2.2.6 Tools, Equipment, Supplies And Materials

- Stationery
- Telephone
- Computer
- Key register
- Key safe
- Cleaning detergents
- Cleaning tools and equipment
- Cleaning product and supplies
- Safety boots
- Dust coats • Gloves
- Dust mask

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Responses to Self-Assessment Questions

1. Describe uses of four main types of cleaning agents used in offices?

- Detergents. They are agents soluble in water and used to remove general dirt from surfaces.
- Degreasers. These are solvents used to remove oil or grease/fat from surfaces.
- Abrasives. Usually rough. These are used to scrub surfaces to a desired finish.
- Acids. Mixed with water to remove some types of dirt which may require be ionizing then removing. It is followed by a base or water to neutralize its action.

2. What is the importance of hygiene in the office?

a. **Employee Welfare**

It has been proven that a clean and tidy workspace will increase morale and happiness within employees. In turn, this increases efficiency and productivity.

If unsanitary conditions are forced upon staff members, mental health can quickly deteriorate, and you could see a dramatic increase in resignations as this continues.

If you are not happy with your working conditions, it is unlikely your staff are satisfied with them. Ensuring a well-maintained office space shows your respect for employees and that you value their wellbeing when working.

b. **Maintains a Positive Image**

It is not just your workforce who will be left deflated from witnessing poor office hygiene. Visiting suppliers, clients and investors may also be visiting your building. In business, first impressions really do count and presenting these visitors with a professional environment is crucial.

If you present them with a poor image of your business, you leave yourself at the risk of losing business. Negative words travel fast through industries and even if your service or product is exceptional, you can put yourself in danger of generating a bad reputation due to a sloppy environment.

c. **Employee Health**

Catching colds and flu is a massive inconvenience to all those involved. Staff will need time off to recover, others will have to 'pick up the slack' and business owners miss out on precious work hours.

But, by maintaining proper hygiene practices, you can prevent these germs from spreading like wildfire throughout the workforce. These bacteria can live on hard surfaces for long periods, so even if those who have fallen ill are not in the office, others still run the risk of catching this.

Surfaces and equipment can harbour dirt, viruses and bacteria that can remain active for months. Without regular office cleaning and good personal hygiene – e.g. antibacterial hand washing – there's an increased chance of these surface germs transferring to you and giving you illnesses like flu, food poisoning and diarrhoea.

d. **Health and Safety**

Preventing injuries such as slips trips and falls should be at the forefront of every employer's mind and should be stopped at all costs.

Kitchens, bathrooms and other shared spaces can quickly become hazardous if not properly maintained. More traffic in these areas increases the risk of spillages can swiftly become a threat if not cleared.

Debris left on staircases and in corridors can endanger your workforce. If a serious

injury occurs in your office, you may be faced with a lawsuit and if it is proven you did not take proper precaution to prevent this, you could end up paying compensation.

e. *Increases Air Quality*

Indoors, airborne pollutants can be up to one hundred times greater than outdoors. This can cause problems for your staff if you do not maintain quality airflow throughout your building, especially if they suffer from asthma or other breathing-related conditions.

If you handle hazardous materials or even have workshops that collect lots of dust and debris, those located in other departments could suffer from these particles drifting into their areas. As this won't be visible, they may not have taken the proper precautions to protect themselves that those who work closely with these materials do. By keeping a clean environment, you can contain harmful pollutants and remove them before they spread throughout the workspace.

f. *Saving Money*

All workspaces will eventually require refurbishment after wear and tear and causes the area to look a bit lack lustre. This can come at a very high expense to your business.

Although you can never avoid a refurbishment, you can prolong it from proper upkeep.

Flooring, furniture, windows and soft furnishings can be preserved by being regularly cleaned and maintained.

Frequent cleaning is also more cost-effective than periodic deep-cleansing, it could also not be as effective as worked-in dirt and grime is harder to get out and may not be able to be removed. A deep-clean may be more disruptive to your staff and workload as you may have to displace team members while this is going on.

Of those surveyed, 23% stated they are using their own funds to supply their office with cleaning supplies as adequate products are not provided by the business. Do leave your staff suffering financially, physically and mentally by neglecting hygiene and ensure you maintain high standards to benefit every aspect of your business.

3. Describe the dirtiest office items

1. The Water Cooler: This is often missed during a cleaning session as it is not touched by human hands and therefore seen as 'clean'.

2. The Fridge: Already seen as a horror story by many employees, we can't control what is placed in there and many are reluctant to clean up their own spillages from food containers. The average office fridge contains 7,850 germs per square centimeter and many of these can come from meat, dairy and other food products that pose the risk of food poisoning.

3. Desks: A recent study by GCC Facilities Management revealed 11% of office desks are never cleaned. These contain an average of 10 million germs over its surface, which is 400 times more than the average toilet seat. As most employees spend the largest portion of their day sitting at their desks, it is imperative these are cleaned often.

4. Computer Mouse: The same study from GCCFM also showed that 36% of our computer mice have never seen any kind of cleaning product. We touch our computer mice hundreds of

times a day but with over 1,600 germs per square inch, it may be time to start changing our cleaning habits.

5. Keyboards: Just like our computer mice, our keyboards are being forgotten in the cleaning routine. The average keyboard has three times more bacteria than a public toilet seat. With so many cracks and crevices for bacteria to hide teamed with the numerous times we touch these, it is no wonder colds and flu spreads so quickly throughout the workforce. A daily wipe-down with antibacterial products is highly important on office keyboards.

6. Telephones: Held closely to our mouths and often shared throughout members of staff, telephones are one of the most dangerous objects when it comes to germs spreading. GCCFM revealed 28% of office phones have never been cleaned.

4. What can management do to enhance levels of hygiene on the office?

1. Raise awareness of the health risks that dirtier working surfaces can have amongst office workers and secondly, businesses should take more action to ensure that their staff is working in a clean and healthy environment.
2. Hiring professional cleaners can dramatically reduce these risks to your staff while also alleviating precious man-hours taken to carry out these practices within your employees. However, it is not always possible to do so.
3. By ensuring cleaning products are readily available to make maintaining hygiene easier, such as antibacterial wipes and gel, your staff is far more likely to use these and help increase proper sanitation in the office.

5. Mention four Steps of Cleaning & Sanitizing surfaces

- Clean the surface with an appropriate cleaner.
- After cleaning, thoroughly rinse the surface with clean water.
- Apply a sanitizing solution to the surface. You can use a quat-based or chlorine-based sanitizer. ...
- Allow the sanitizer to air dry on the surface.

6. Give different between cleaning and sanitizing

Cleaning refers to the removal of germs, dirt and impurities from surfaces. It doesn't kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

Disinfecting/sanitizing Disinfecting/sanitizing refers to using chemicals to kill germs on surfaces. This process doesn't necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

5.2.3 Learning Outcome 3: Manage Keys Movement

5.2.3.1 Introduction to the learning outcome

This outcome describes the competencies required to manage keys movement in an organization. It involves labeling keys, recording and distributing keys and reporting, recording and replacing damaged and /or lost keys as per the workplace policy.

5.2.3.2 Performance Standard

1. Keys are labeled in line with the workplace policy.
2. Keys are recorded and distributed according to the workplace policy.
3. Damaged and /or lost keys are reported, recorded and replaced as per workplace policy.

5.2.3.3 Information Sheet

Definition of terms:

Access control: Office access control systems are the electronic systems that are designed to recognize, authenticate and authorize entry of a person into the premise thereby giving complete protection ensuring security with the system.

Key: A small piece of shaped metal with incisions cut to fit the wards of a particular lock, which is inserted into a lock and turned to open or close it.

Key Control: Refers to various methods for making sure that certain keys are only used by authorized people. This is especially important for master key systems with many users.

Office Access Control

The Three Types of Access Control Systems

Access control is used to identify an individual who does a specific job, authenticate them, and then proceed to give that individual only the key to the door or workstation that they need access to and nothing more. Access control systems come in three variations: Discretionary Access Control (DAC), Mandatory Access Control (MAC), and Role-Based Access Control (RBAC).

1. Discretionary Access Control (DAC)

Discretionary Access Control is a type of access control system that holds the business owner responsible for deciding which people are allowed in a specific location, physically or digitally.

DAC is the least restrictive compared to the other systems, as it essentially allows an individual complete control over any objects they own, as well as the programs associated with those objects.

The drawback to Discretionary Access Control is the fact that it gives the end-user complete control to set security level settings for other users and the permissions given to the end-user are inherited into other programs they use which could potentially lead to malware being executed without the end-user being aware of it.

2. Mandatory Access Control (MAC)

Mandatory Access Control is more commonly utilized in organizations that require an elevated emphasis on the confidentiality and classification of data. MAC doesn't permit owners to have a say in the entities having access in a unit or facility, instead, only the owner and custodian have the management of the access controls. MAC will typically classify all end users and provide them with labels that permit them to gain access through security with established security guidelines.

3. Role-Based Access Control (RBAC)

Also known as Rule-Based Access Control, RBAC is the most demanded in regard to access control systems.

In RBAC systems, access is assigned by the system administrator and is stringently based on the subject's role within the organization and most privileges are based on the limitations defined by their job responsibilities. So, rather than assigning an individual as a security manager, the security manager position already has access control permissions assigned to it.

Benefits of Access Control

1. Knowing who's coming and going at all times

Many businesses have equipment and physical assets that are valuable on-site. An access control system keeps track of who's coming and going to ensure that someone hasn't snuck into the building.

If a business is large with a lot of employees, it can be difficult for everyone to know who is an employee and who is not. An Access Control System helps prevent strangers from slipping in undetected.

2. Keep track of employees

If a business has multiple shifts with large groups of employees coming and going at odd hours, an Access Control System can help organize the chaos and inform you if an employee is in the building when they shouldn't be. It can also help you keep track of who has shown up for work and who hasn't.

3. Secure sensitive documents and data

Many businesses have documents or data that should not be accessible to everyone in the company. An access control system allows a business to limit the access to certain areas that hold hardware or software that this information is saved on.

4. Reduce theft and accidents

An Access Control System allows a business to give only approved or specially trained employees access to areas that may hold valuable or dangerous equipment.

Multi-property protection

An integrated access control system will allow a business to grant access to employees who need to enter multiple or all buildings.

No more worrying about keys

When an employee quits and fails to return their keys, the business is stuck with the expense of making new keys and possibly even changing the locks. The same would apply when an employee loses his or her company keys. If the employee left on bad terms, this also removes the chance that they will try to re-enter the building and do damage.

With an access control system, the business can just remove the employee's access from the system digitally.

How access control works

1. Access control readers give access to the building based on established credentials. Things like a key card, key fob, or biometrics like fingerprints are all considered established credentials.
2. Door readers are connected to a network. Every person who needs access has a code tied to their credential and the system recognizes that they are authorized to be in the building.
3. Software tracks who enters and exits the building and has the ability to alert security supervisors, business owners, etc. when someone enters the building after hours or there is a break-in.

Security needs and access control

Access control is one of the best ways for you to achieve peace of mind. But, access control is much more than just allowing people to access your building, access control also helps to effectively protect data from various types of intruders and it is up to the organization's access control policy to address which method works best for your needs.

Outlined below are types of breaches:

Security Breaches

There are several types of access control breaches that can cripple organizations and expose valuable information to snoopers.

Privilege Misuse

One of the significant types of access control breaches occurs by the hands of the employees within an organization.

You can deploy the best access control system for your organization, but a malicious employee can easily misuse their privilege to gain access to the most critical data of the organization.

Your employees know the exact location of your sensitive data and the loopholes in the access control mechanism.

Even with standard user privilege, a user can access the memory of all processes running under a user account. An employee can easily integrate malicious code in the user processes, access the backdoor of the system, intercept keystrokes, and also modify the content in the browser.

Standard user privileges are suitable enough to allow a user to download a plugin and integrate a backdoor and key logger to the system.

Privilege misuse is thus one of the most common, yet the most dangerous types of access control breaches that need to be monitored adequately.

Negligence

Negligence is also a type of internal access control breach that poses a threat to an organization.

People make mistakes all the time. Hence, it is not wrong to assume that someone with managerial access to company data can make a dumb mistake when it comes to data handling. The casual attitude of management or employees towards security issues has, in many instances, created disastrous results.

Keeping valuable data or equipment unattended is another critical mistake most people tend to make, thus leading to security and data breaches within the organization.

Rogue employees or snooping outsiders can take advantage of this negligence, access the critical data of the organization, and pose a severe threat to security.

Domain Attack

The accounts of most corporate users of an organization are domain accounts.

Domain accounts allow users to access the network services of a corporate network. The access to network services is usually provided by default to domain accounts. Hence, if an infected user or a malicious insider has access to the corporate database, then it is easy to breach the corporate data.

Domain access and authorization also allow attackers to access the network disks and network folders of the user, share the internal resources, and even gain access to other workstations in the same network.

During an active session, attackers can easily utilize network services such as remote access, SVN, FTP, TFS, GIT, and SSH to breach the workstations of users with higher privilege.

Outsider breach due to poor access control mechanisms

A poor access control mechanism causes outsiders to gain unauthorized access to organizational data. Outsider breach can be attributed directly to a lack of proper access control mechanism. Sometimes, admin privileges can be poorly monitored within an organization.

At other times, the third-party applications used inside the organization can introduce vulnerabilities and security breaches. An attacker can easily utilize these loopholes to breach critical organizational data.

Accidental web exposure

Organizations are migrating more and more data to the cloud today.

With the introduction of cloud-based architecture, the possibility of accidentally exposing critical information to the web increases significantly.

Remote worker breaches

Remote workers are becoming critical to businesses these days. Therefore, remote worker breaches are becoming popular every passing day.

Some employees work remotely permanently while some do so occasionally. While remote work serves the purpose of improving the quality of life and productivity, it comes with a cost to organizational security.

There are two cases when remote work can serve to pose a threat to organizational security:

Firstly, there is the possibility that the Internet connection that remote workers use to access the work system is not secure. This problem is less significant when using a home network but is magnified when remote workers access the work system using public WiFi.

A competent hacker can easily access backdoors in public WiFi, install keystroke loggers, and cause damage to the victim's computer.

Another security threat arises when the remote worker's device becomes stolen. If the victim is logged into a work account, the chances of a competent hacker obtaining access to sensitive data are increased.

Office Security Systems

Scalable Access Control Systems for Small Company Security

To provide access to authorized people while keeping anyone unauthorized out of a small office, you don't need large networked systems for multiple buildings. For random guests, you don't even need to issue a card pass or a key knob. Locking and unlocking the doors can be done remotely from a single software point of control run by a single person.

In this way, apart from the regular benefits of electronic access control systems, you also get a cost-effective office security solution that will work on just one door and can scale up indefinitely.

Stand-Alone Door Pin Pad

Office security for small businesses can be configured and rolled out fast. So, instead of worrying about replacing hardware you can choose the right amount of door readers for your current needs and won't need to worry about the expansion until it's time. For example, you can add a video camera that sends immediate notifications when a user has unlocked the door and you can integrate alarm systems and door bells with cloud-based access control. The best thing in video access control for small office security is that you don't need to think of extensive storage since the camera activates only when actual unlock events occur.

Despite the scalability, you do need to set a nick of time for some planning in advance, in particular if you know that your business will grow.

Small Office Security System Components

The main components of a best small office security system should include the following components of access control systems.

- A combination of surveillance, access control, security lights, and manual access interruptions are four major components of a best small office security system
- High quality physical access equipment like intelligent locks, controllers, keypads etc.
- Best small office security camera system should be installed covering all important access points
- Additional layer of a standalone locking system is desirable for sensitive assets like servers and other critical equipment
- The paper files should be locked in cupboards
- A proper monitoring of the movement of employees and outsiders should be done
- A record of visitors and employees' time log should be maintained

- Should be powered by the latest technologies like remote access through cloud and mobile devices

Other Considerations for the Best Small Office Security System

- Access system should be system integration compatible to integrate all components like door security, camera surveillance, alarm system, and elevators
- It should be flexibility to expand it in the future easily
- The system should be compliant with the local building and safety codes
- The capacity of the system should be large enough to store transaction data for at least 90 days
- The upfront cost of the entire system
- System maintenance and customer support cost

Types of office keys

There are many types of keys and each has its uses, merits and demerits.

Commonly used types of specialty keys

- Multi-Sided Keys. These keys are double or four-sided and have teeth on more than just the one side.
- Transponder Key. Transponder keys are very common with newer-model vehicles.
- Abloy Key.
- Tubular Key.
- Paracentric Key.

Tools for Handling Office Keys

Key control handles issues range from key access to key safety.

The link below will provide information on effective key management:

https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwja_NyPpcPtAhWw3OAKHagnCMcQFjAAegQIAxAC&url=https%3A%2F%2Fwww.silvaconsultants.com%2Feffective-key-management-procedures&usg=AOvVaw347YBK6Ttv6auYtbjMVIT

The following should be considered when establishing key controls in an organization:

1. Identify gaps in your current key control policy

Before diving into your company's security key control procedures, it's worth considering the major weaknesses built into mechanical keys and locks. Three major issues stand out:

1. They're easy to copy.

2. They leave no audit trail.
3. They work every second of the year.

By identifying these common vulnerabilities, you'll have a solid jumping-off point for uncovering the gaps in your key control policy.

- **How many keys have been issued by your company?** If you can't answer this basic question with a hard number, controlling access to keys is an issue at your organization.
- **Do you know who currently holds those keys?** This is the same as asking, "Do you know who can open your doors?" If the answer is "no" then there is a hole in your security program.
- **Can you stop key holders from making copies?** It really doesn't matter how careful you are in distributing keys if you can't restrict their duplication. Many grocery stores now have self-service key copying machines. If someone can duplicate your keys while picking up bread and milk, you have a problem.

2. Invest in a patented key system

The first step toward solving your key control problem is selecting a patented key system. Wondering what makes a patented key system special? Simply put, when your key system is granted a patent, that key's design is protected. This means it's illegal to make an unauthorized physical copy of the key.

3. Create a master key system

After you've chosen a patented keying system, your locksmith will have the expertise to design a master key system. The system shows which keys will work in particular doors.

Master key systems are beneficial because they give you control over access. They let you designate and restrict access to particular areas or assets. For instance, you can give all keys the ability to unlock the front door, while only giving select keys access the executive suite.

4. Rekey your facility

Once the master key system has been written, you are ready to rekey. At this stage, your locksmith will spend time at your facility working on every door. Usually, this will entail installing new cores into your existing locks and providing you with cut keys.

Rekeying is important because it's where your key control policy comes together. That means you should take steps to make sure the wrong employees don't gain access to the wrong areas. After all, if keys are in the wrong hands, it doesn't matter how secure your key control system is.

To make sure rekeying goes smoothly, here are some things you should do:

- Map out employee duties and access needs.

- Err on the side of caution when granting access.
- Keep track of who is gaining access where.

5. Create and distribute a key holder agreement

With a new keying system installed, your key control program has given you a clean start. Now, it's important that every employee and contractor receiving keys sign a key holder agreement. This document will establish ground rules and set clear expectations for key usage.

What to include in your key holder agreement

The key holder agreement should include these important components:

- Liability section for restricted space damages
- Discourage sharing or duplication
- Replacement fees
- Termination procedures

6. Conduct staff training

Once you've set expectations with a key holder agreement, it's time to conduct training. Key control training should cover all the new policies, expectations, and procedures your organization has set up,

Areas to cover in the training sessions:

- How to use the new system
- Company safety priorities
- General security do's and don'ts
- What to do if you lose keys
- Who to contact if you need additional access to an area

7. Make lost key and new access steps clear

Each employee should learn where he or she can go to request new access. People's roles will change and your original keying chart may evolve. When employees understand the proper protocol for gaining additional access, they're less likely to inadvertently break rules and hurt security.

8. Use trusted resources during key control planning

As you build out your key control policy, you'll want as many trusted resources at your disposal as possible. By understanding top technical standards, you can set a foundation for your business's control standards.

9. Consider an RFID-Based Key Control System

Once you have a firm grasp of the importance of a sound key control policy, you can take your program a step further with electronic key control systems.

Handling Lost Office Keys

Reporting Lost or Stolen Keys

Employees should report lost or stolen keys immediately. Sometimes, an employee may misplace his or her key and not report it missing right away, thinking that the key may have been left at home or in another place. This can allow several days to transpire between the times a key is first missed and when it is reported lost.

Some organizations charge employees for replacement keys or even make employees pay for all or part of the expense of rekeying locks when a key is lost. In our opinion, this is a poor practice as it often discourages employees from reporting lost or stolen keys. It is better for an organization to know that a key has been compromised and bear the expense of rekeying rather than not to know about it at all.

However most organizations have developed a key management procedure (KMS) to which all employees must adhere.

The contents of this document have the following features:

- Classify the different types of keys and other cryptographic information according to their functions.
- Identify the states in which a cryptographic key may exist during the key's life cycle.
- Formulate a key compromise recovery plan.
- Define system owners and managers.
- Identify key management component requirements.
- Define access controls for cryptographic device components and functions such as use of passwords and personal identification numbers (PINs) should be included.
- Define crypto-periods and recommend appropriate crypto-periods for each key type.
- Provide guidance on the selection, implementation, and replacement of cryptographic algorithms and key sizes according to their security strengths.
- Define key management phases and functions.
- Specify all automated provisions by the system.

Compromise-recovery plan

The worst form of key compromise is one that is not detected. A KMS should be designed so that the compromise of a single key compromises as little data as possible. For instance, a single cryptographic key could be used to protect the data of only a single user or a limited number of users, rather than a large number of users.

The KMS should specify how to recover from a compromise of the security control used by

the system. A compromise-recovery plan is essential for restoring cryptographic security services in the event of a key compromise. A compromise-recovery plan shall be documented and easily accessible.

Any detected security failure should result in the initiation of recovery procedures based upon the Information Security Policy and the KMS capabilities. Typical responses include:

- The activation of a backup facility and system with new keys,
- The notification of current and potential users of the possible security failure, or
- The flagging of the keys that were compromised.

Maintaining a Record of Office Keys

A record of door keys and equipment keys issued to individuals may include various Key Request forms, Special Keying/Security Request form, Key Request Authorization memos, departmental key authorization memos, Individual Key Record forms, etc.

Official Copy: Facilities: Building Access and Keys.

Retention: X years after termination of access.

Disposition Method: Recycle or Delete.

Official Copy: Any Office - Individual Key Record forms; Key Authorization memos which may be internal within a department, etc.

Retention: until superseded by new lock or key holder or as per key policies.

Disposition Method: Recycle or Delete.

Other Copy: Any Office - pink and yellow copies of Key Requests.

Retention: until key is received from Facilities Services: Lock Shop.

Disposition Method: Recycle or Delete.

Key control Register should contain the following information:

- Issue Date.
- Key Serial number – each key having unique serial number.
- Receiver name.
- Receiver signature.
- Return Date.
- Received (key store keeper) signature.
- Description about key and work purpose.

5.2.3.4 Learning Activities

Practical Activities

You will carry out the following tasks in an institutional simulated environment while complying with industry practices and procedures as well as occupational, health and safety practices.

- Develop a KMS (key management systems) for the institution
- Manage office access control.
- Operate office security systems.
- Label keys.
- Record and distribute keys.
- Report, record and replace lost keys.

Field Visit

You will visit functional reception offices in the county offices: Complying with industry practices and procedures and with occupational, health and safety practices, you will perform the following tasks:

- Use the existing KMS/access control system effectively.
- Manage office keys as per the workplace policy.
- Record and distributed according to the workplace policy.
- Report damaged and /or lost keys are reported and recorded as per workplace policy.

After the visit you will write a report on the practice of managing keys movement and office security, challenges observed, their likely solutions.

NB During your field visit to an established reception office, you will be required to report to the station as an employee and perform duties allocated to you for the day(s). Your supervisor will provide a report on a template to be provided on your performance.

5.2.3.5 Self-Assessment

1. Why Key control is important?
2. Key control Register should contain the following information.
3. Why is security important?
4. What are 5 most common security issues and how can one to fix them?
5. Mention any four content of this document found in the key management system document
6. Identify four commonly types of specialty keys

5.2.3.6 Tools, Equipment, Supplies and Materials

- Computers and Computer software (PMS),
- Reception desk
- Internet connectivity
- Telephones
- Registers and cards
- Stationery
- Signage
- Organization chart
- Reference materials
- Office memory aids
- Marketing materials,
- Guest Feedback Forms.
- Special equipment for different special needs – wheelchairs etc.

5.2.3.7 References

1. Cox, Richard J. 2001. Managing records as evidence and information Westport, Conn.: Quorum Books.
2. N.A. Saleemi.1987. Office administration simplified Nairobi: N.A. Saleemi publishers.
3. William Saffady 2004. Records and Information Management: Fundamentals of Professional Practice 3RD ED, ARMA International.
4. E. Barker, W. Barker, W. Burr, W. Polk, and M. Smid. 2012 Recommendation for Key Management – Part 1: General.

Responses To Self-Assessment Questions

1. Why Key control is important?
 - A. Protects employee lives,
 - B. Protects business valuables
 - C. Ensures overall security of the facility
 - D. Minimizes vulnerability.
2. Key control Register should contain the following information.
 - A. Issue Date.
 - B. Key Serial number – each key having unique serial number.
 - C. Receiver name.
 - D. Receiver signature.
 - E. Return Date.
 - F. Received (key store keeper) signature.
 - G. Description about key and work purpose.
3. Why is security important?
 - A. Reduces risk of attack.
 - B. Reduces liabilities, compensation, liabilities, and other expenses that the company must pay to its stakeholders.
 - C. Leads to increased business revenue.
 - D. Reduction in operational charges.
4. What are 5 most common security issues and how can one to fix them?
 - A. Code Injection. Hackers are sometimes able to exploit vulnerabilities in applications to insert malicious code.
 - B. Data Breach. The cost of data breaches is well documented.
 - C. Malware Infection.
 - D. Distributed Denial of Service Attack.
 - E. Malicious Insiders.
5. Mention any four content of this document found in the key management system document.
 - Classify the different types of keys and other cryptographic information according to their functions.
 - Identify the states in which a cryptographic key may exist during the key's life cycle.
 - Formulate a key compromise recovery plan.
 - Define system owners and managers.
 - Identify key management component requirements.
 - Define access controls for cryptographic device components and functions such as use of passwords and personal identification numbers (PINs) should be included.
6. Identify four commonly types of specialty keys
 - Multi-Sided Keys. These keys are double or four-sided and have teeth on more than just the one side.
 - Transponder Key. Transponder keys are very common with newer-model vehicles.
 - Abloy Key.
 - Tubular Key.
 - Paracentric Key.