

**Miami-Dade Community College**  
**OST 1702 – Office Procedures 1**

Course Description:

This course introduces students to careers in office technology and emphasizes various ways information is electronically processed in today's office environment. Special emphasis is placed on units in career information, business telephone usage, filing, and human relations skills needed to be successful as an office worker.

*3 Credits*

Corequisites: OST 1100, OST 1100L, and OST 1330

Course Competencies:

Competency 1:	The student will demonstrate familiarity with telephone services and equipment and the ability to use effective telephone etiquette and customer service skills by
	<ul style="list-style-type: none"><li>a. Identifying telephone equipment and services.</li><li>b. Demonstrating ability to use phone mail, paging, transferring/recording/taking messages, and screening calls.</li><li>c. Locating telephone numbers mechanically and electronically.</li></ul>
Competency 2:	The student will identify filing equipment and supplies and demonstrate skill in the use of filing procedures and a knowledge of filing rules by
	<ul style="list-style-type: none"><li>a. Developing a knowledge of records management terminology.</li><li>b. Demonstrating the ability to file and cross-reference a list of names alphabetically, numerically, geographically and by subject.</li><li>c. Identifying procedures for confidentiality.</li></ul>
Competency 3:	The student will develop good grooming, human relations skills, and an understanding of company organizational structure by
	<ul style="list-style-type: none"><li>a. Identifying appropriate attire and grooming for the office.</li><li>b. Developing an understanding of internal and external customer service.</li><li>c. Demonstrating correct work habits, behavior, and the ability to work on a team and with diverse populations.</li><li>d. Identifying types of organizational structure, chains of command, and the appropriate protocol within a company.</li></ul>

**Competency 4:** The student will acquire a knowledge of operating systems and software applications as well as be able to identify terms and office operational manuals used in information technology today by

- a. Identifying differences between operating systems and software applications.
- b. Practicing managing files electronically, e-mailing, scheduling and word processing.
- c. Demonstrating an ability to use an office equipment manual and developing an office operations manual.
- d. Researching the Internet for information and technology updates.
- e. Identifying computer viruses.

**Competency 5:** The student will develop a working knowledge of mail services and proper procedures for handling mail by

- a. Identifying classes of mail.
- b. Demonstrating procedures for annotating, sorting, organizing and presenting mail to the employer.
- c. Locating and verifying addresses and zip codes.
- d. Identifying safety and security procedures when transmitting mail.

**Competency 6:** The student will demonstrate a knowledge of reprographics methods used in business by

- a. Defining reprographics terms.
- b. Identifying different kinds of equipment and paper used.
- c. Demonstrating a knowledge of copyright/reproduction laws.

The mission of Miami-Dade Community College is to provide accessible, affordable, high quality education by keeping the learner's needs at the center of decision making and working in partnership with its dynamic, multi-cultural community.