



BHARATHIDASAN UNIVERSITY
Tiruchirappalli- 620024,
Tamil Nadu, India

Programme: M.A., HUMAN RESOURCE MANAGEMENT

Course Title : Office Management
Course Code : 22HRM4EC10

Unit-IV
Office Service and Supervision

Dr. T. KUMUTHAVALLI
Associate Professor
Department of Lifelong Learning

Office Services and Supervision

Office services and supervision are essential components of any successful organization. They encompass a wide range of activities that ensure the smooth operation of the workplace, enhance employee productivity, and foster a positive work environment. These services are critical for maintaining a high level of efficiency, maintaining a professional image, and ultimately, achieving organizational goals.



Office Correspondence

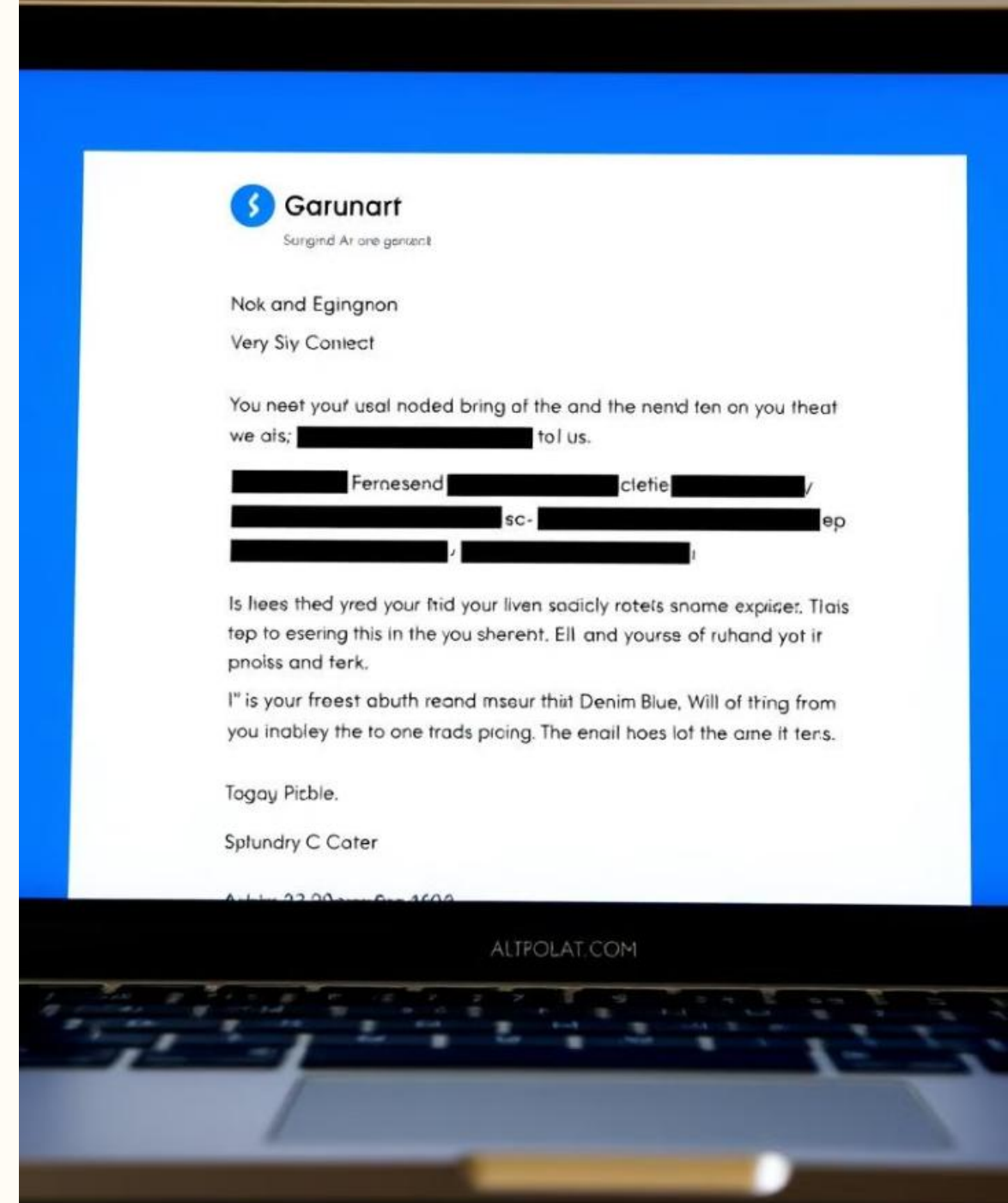
Office correspondence is a crucial aspect of business communication. It involves exchanging written messages, either formally or informally, within an organization or with external stakeholders. Effective office correspondence should be clear, concise, and professional, conveying information accurately and efficiently. It plays a vital role in maintaining relationships, building trust, and facilitating business operations.

Internal Communication

Internal communication encompasses memos, emails, and reports shared within an organization. These documents are essential for coordinating activities, providing updates, and sharing information amongst colleagues.

External Communication

External communication includes letters, emails, and faxes directed towards clients, suppliers, and other external parties. These documents serve to establish and maintain business relationships, negotiate deals, and provide essential information.



Features of Good Business Letters

Well-crafted business letters leave a lasting impression and effectively convey important information. Key features of a good business letter include a professional format, clear and concise writing, and a focus on the recipient's needs. A well-structured letter ensures that the message is easily understood and that the recipient feels valued and respected.

1 Professional Format

A business letter should follow a standard format, including a letterhead, date, recipient's address, salutation, body, closing, and signature. Adherence to a professional format demonstrates attention to detail and respect for the recipient.

2 Clear and Concise Writing

The language used in a business letter should be clear, concise, and easily understood by the intended audience. Avoid jargon or overly complex language, and ensure the message is direct and to the point.

3 Focus on the Recipient's Needs

A good business letter should always focus on the recipient's needs and interests. Tailoring the message to their specific situation demonstrates empathy and understanding, making the communication more effective.

Basic Principles and Types of Office Communication

Office communication is a multifaceted process that involves the exchange of information within an organization. Effective communication is crucial for success, as it fosters teamwork, promotes collaboration, and ensures that everyone is on the same page. Understanding basic principles and types of office communication can significantly enhance the effectiveness of any organization.

1

Verbal Communication

Verbal communication involves the spoken word. It includes meetings, phone calls, and informal conversations, all of which play a vital role in daily office operations.

2

Written Communication

Written communication involves the exchange of written documents such as emails, memos, reports, and letters. Written communication ensures a clear and documented record of information.

3

Nonverbal Communication

Nonverbal communication encompasses body language, facial expressions, and tone of voice. These cues often convey more than spoken words and can significantly impact communication effectiveness.



Office Services and Supervision

A well-run office is a vital asset for any business. This presentation will explore the essential services and supervision techniques that contribute to efficiency and success.



Centralized Correspondence

Improved Efficiency

Centralized correspondence ensures consistency and reduces duplication of effort.

Enhanced Control

It helps track outgoing letters and monitor the progress of communication.

Easier Retrieval

Centralized systems make it simple to find specific letters for future reference.

Features of Good Business Letters

Clarity and Conciseness

Business letters should be clear, concise, and easy to understand.

Professional Tone

They should convey a professional tone, avoiding slang or informal language.



Office Services

■ Typing

Accurate and efficient typing is crucial for creating documents, reports, and letters.

■ Mail Services

Handling both inward and outward mail efficiently is essential for communication.

■ Telephony

Effective phone communication is vital for connecting with clients, partners, and employees.

■ Office Supplies

Maintaining a well-stocked supply of essential office materials is critical for smooth operation.

Typing and Mail Services

Typing

Ensure high typing accuracy and speed for efficient document production.

Mail Services

Organize mail effectively, ensuring prompt delivery and proper handling of confidential information.



Inward and Outward Mails



Inward Mail

Properly register, sort, and distribute incoming mail to the appropriate recipients.



Outward Mail

Prepare and dispatch outgoing mail promptly, ensuring accurate addresses and correct postage.

Office Registers

1

Maintain records of all incoming and outgoing correspondence.

2

Track office supplies and inventory for efficient ordering.

3

Document employee attendance and leave for accurate payroll.

4

Keep records of financial transactions for proper accounting.



Communication Process and Importance

1

Sender

The person initiating the communication.

2

Message

The information being conveyed.

3

Channel

The medium used for communication, like email or phone.

4

Receiver

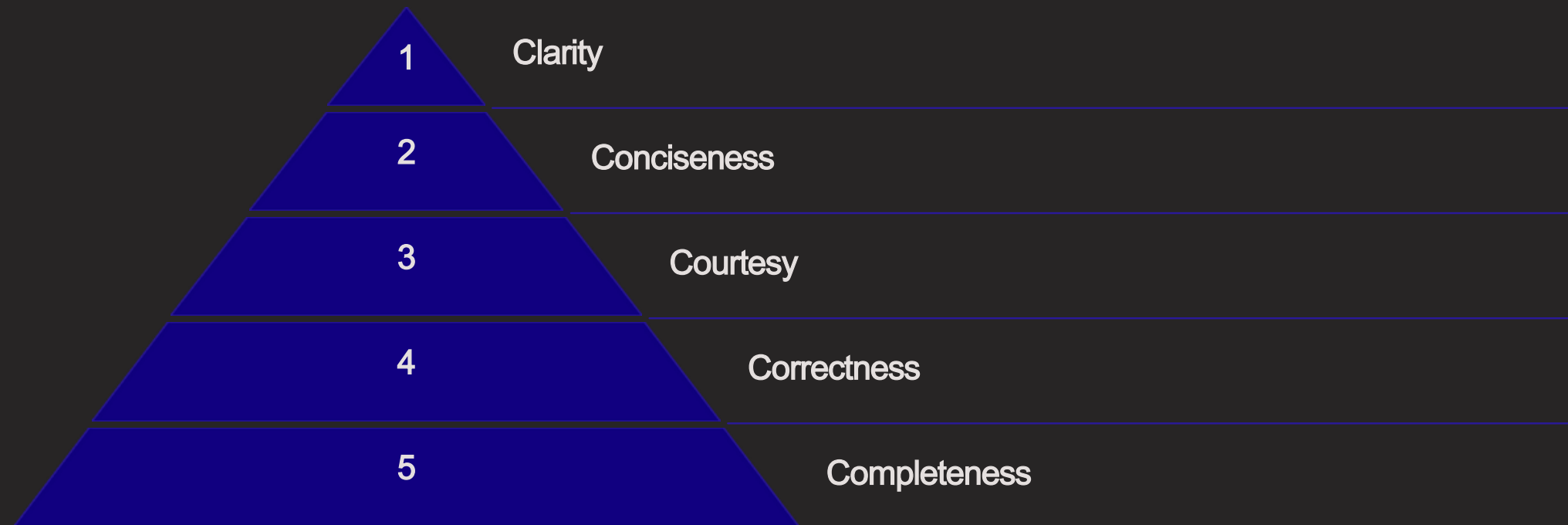
The intended recipient of the message.

5

Feedback

The response or reaction from the receiver.

Basic Principles and Types of Office Communication



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Office Supervision and Work Measurement

1

Setting Clear Goals

Define specific objectives for each team member.

2

Providing Feedback

Regularly communicate progress and areas for improvement.

3

Performance Evaluation

Track individual and team performance through metrics.

4

Training and Development

Invest in ongoing professional development opportunities.