



## DIPLOMA IN OFFICE MANAGEMENT

### OBJECTIVE

To provide students with the knowledge necessary for the effective management and administration of staff and resources and to seek positions as Office managers. Office managers are involved in, and responsible for a wide range of activities. The responsibility include determining policy, setting targets and budgets, employing and controlling staff, and ensuring that the highest level of service is provided to customers and to other departments within the organization.

### Covering Modules

- Basic Accounting
- Excel Advance
- Peachtree
- Business English
- Business Law
- Management Techniques

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*training partner institute of*

**SKILL DEVELOPMENT COUNCIL**

# Diploma in Office Management

Updated: 06-02-14

## Structure of Course

- ❖ Six Months Diploma course

## Duration of Course

- ❖ Programme
- ❖ Schedule a Week
- ❖ Hrs. per Day

06 - Months  
03 – Days  
02 – Hrs.

## Registration & Examination Policy

### 01: - Eligibility

- ❖ A candidate having H.S.C. Pass Certificate will be eligible to admit in the said Diploma Course.

### 02: - Examination

- ❖ Internal Exam conducted by the institute before final Exam.
- ❖ Eligibility of students for final test on the basis of their assignments.
- ❖ The candidate should be submitted Project/Presentation assignment at the time of final Examination
- ❖ Project/Presentation assignment would be based on Journal Ledger Manual and Computerize (MS-Excel) and Business documentation.
- ❖ Final Exam shall be conducted by the Board (Skill Development Council).

### 03:- Marking Criteria

- ❖ Knowledge (On-Line)
  - **Total** **400 Marks**
  - Business English 100 Marks.
  - Business Law & Management 100 Marks.
  - Computerized Accounting 100 Marks.
  - Computer Application 100 Marks.
- ❖ Practical / Skill
  - Assignment / Project with Viva 200 Marks

### 04:- Passing Marks

- ❖ Test / Practical Examination 50 %
- ❖ Assignment / Project 50 %

## Teaching Aids

- ❖ Books / Training Material available in Market have in English & Urdu.
- ❖ Video CD on the subject.



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Legendary Academy of Management Business Development Advisories

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## *Who should take this course?*

Office managers are involved in, and responsible for a wide range of activities. The responsibility include determining policy, setting targets and budgets, employing and controlling staff, and ensuring that the highest level of service is provided to customers and to other departments within the organization.

This programmed is designed for those who will ultimately seek positions as Office managers and provides students with the knowledge necessary for the effective management and administration of staff and resources.

The Diploma is offered on a subject-by-subject basis. It is an intensive Six months course having five days a week.

### **Management:**

Management Theory, Classical theories of Management, human Relations & Social Psychological Theories, Theories of Leadership & Group Behavior, Systems & Contingency Approaches to Management Theory, Modern Approaches to Management, the Context of Management, Management Planning, Organizing & Management, Control in Management, Marketing Management, Production Management, Personnel Management, Financial Aspects of Management .

### **Business Law:**

Limited companies, company securities, members, Meetings & Liquidation's, Sole Traders & Partnerships, The Law of Contract, the Law of Tort, The Law of Agency.

### **Computer Based Accounting:**

The nature & Objectives of Accounting, preparing Accounts, assets & Liabilities, The Balance Sheet, The income Statement, Partnership Accounts, the Accounts of Limited Companies, Cash Flow Statements, Interpretation of Financial Statements, The Operating Cycle & Working Capital Ratios, Interpreting Company Accounts, Business Valuation, the Analysis of Costs, Cost Behavior, Absorption Costing, Managerial Cost & Break-even analysis, managerial Control.

### **Office Management Information Systems:**

The Office & the Organization, Telecommunications, Stationary & Equipment, handling Money, Towards the Paperless Office, Production-Operations, Sales & Marketing, Purchasing, Accounts personnel & Payroll, Communications, Networks & Processing Methods, Software, General Purpose Packages, management Information Systems.

### **Electronic Correspondence:**

In this subject you will learn E-Business concept and communicate to other companies and personals via e-mails or messages.

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## BUSINESS ENGLISH

- **APPLIED GRAMMAR**
  - PARTS OF SPEECH
  - USE OF TENSES
  - CONDITIONAL SENTENCES
  - WORDS OFTEN CONFUSED AND MISUSED
  - PREPOSITION
  - IDIOMATIC EXPRESSIONS COMMONLY USED
  - PHRASES AND CLAUSE
  - USE OF SHALL, WILL, SHOULD, WOULD, CAN, COULD, ETC
- **COMPREHENSION AND COMPOSITION**
  - EFFECTIVE WRITING TECHNIQUE WITH 7CS
  - PROCESS OF PREPARING EFFECTIVE BUSINESS MESSAGES.
- **TYPES OF OFFICE DOCUMENTS**
  - OFFICE MAIL MANAGEMENT SYSTEM
  - TYPES OF LETTERS
  - LETTER WRITING (FORMAL AND INFORMAL)
  - MAKING CURRICULUM VITA
  - WRITING BUSINESS REPORT
- **ORAL BUSINESS COMMUNICATION**
  - STRATEGIES FOR SUCCESSFUL BUSINESS AND GROUP MEETINGS
  - EDSODA
  - DATA-DUMPING
  - BRAINSTORMING
  - STRATEGIES FOR SUCCESSFUL SPEAKING, LISTENING AND INTERVIEWING
  - PRESENTATION SKILLS
  - PLANNING A PRESENTATION
  - THE PRESENTATION PROCESS
  - ESSENTIALS OF PERSUASION
  - GROUP ACTIVITIES
  - ORAL BUSINESS COMMUNICATION THROUGH PRACTICAL EXERCISE BASED ON DIFFERENT BUSINESS SITUATIONS WITH LISTENING
- **VOCABULARY**
  - GREETINGS
  - EVERYDAY OBJECTS
  - FOOD & DRINK
  - JOBS
  - SOCIAL
  - HOUSEHOLD OBJECTS
  - TRAVEL
  - TOWN & COUNTRY
- **INTERPERSONAL SKILLS**
  - ART OF COMMUNICATION
  - LEARN TO LISTEN BETTER
  - ATTENDING A PHONE CALL
  - BUILDING A LONG LASTING RELATION
- **ACTIVITIES**
  - DEBATES
  - SIMULATIONS
  - WORKSHOP



## BUSINESS LAW

### LAW OF CONTRACT

- DEFINITION
- FORMATION OF CONTRACT
- ESSENTIAL OF CONTRACT
- DISCHARGE OF CONTRACT

### SALE OF GOOD ACT

- DEFINITION
- TYPE OF CONTRACT OF SALES
- CONDITION AND WARRANTIES
- EFFECT OF THE CONTRACT OF SALES

### PARTNERSHIP ACT

- DEFINITION OF PARTNERSHIP
- ESSENTIAL OF PARTNERSHIP
- REGISTRATION OF FIRMS
- CLASSES OF PARTNERS
- RIGHTS AND DUTIES
- DISSOLUTION OF PARTNERS

### Labour Laws

- FACTORY ACT
- WORKMEN'S COMPENSATION ACT
- INDUSTRIAL RELATION ORDINANCE

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## MANAGEMENT TECHNIQUES

- **ORGANIZATIONAL TYPES**
  - PUBLIC LIMITED
  - PRIVATE LIMITED
  - FRANCHISE
  - STATE OWN ENTERPRISES
  - CORPORATE STRUCTURE
  - MULTINATIONAL ORGANIZATION
  - AUTONOMOUS BODIES
  - PROCESSING FIRMS
  - MANUFACTURING ORGANIZATION
  - SERVICE ORGANIZATION
  - NGO
- **Organizational Structure & Management Setup**
  - DEPARTMENTALIZATION
  - HIERARCHY
  - SPAN OF CONTROL
  - CHAIN OF COMMAND
  - SCALAR CHAIN
  - CODE OF CONDUCT
  - ORGANIZATIONAL COMPLIANCES
- **FUNCTION OF MANAGEMENT**
  - PLANNING
  - ORGANIZATION
  - STAFFING
  - LEADERSHIP
  - CONTROLLING
- **ORGANIZATIONAL SKILLS**
  - THE POWER OF TEAM WORK
  - MANAGING INFORMATION
  - LEARN THE WAY BUSINESS WORKS
  - PLANNING A PRESENTATION
  - THE PRESENTATION PROCESS
- **OFFICE DOCUMENTATION & FILING**
  - OBJECTIVES OF DOCUMENTATION
  - FILING METHODS
  - DAILY ROUTINE DRAFTING
  - OFFICE RECORD KEEPING
- **HANDLING OFFICE EQUIPMENT**
  - USE OF TELEPHONE
  - USE OF FACSIMILE
  - USE OF INTERNET / E-MAIL
- **ORGANIZATION BEHAVIOR**
  - DEFINITION AND OBJECTIVES
  - ORGANIZATIONAL BEHAVIOR AND EXCITING FIELD
- **MOTIVATION AND LEARNING THE FOCUS OF ORGANIZATIONAL BEHAVIOR**
  - MOTIVATION
  - NEEDS AND PROCESSES
  - JOB DESIGN AND GLOBAL SETTING
  - LEARNING
  - DEVELOPMENT AND FUTURE
- **PRINCIPLES OF QUALITY MANAGEMENT SYSTEM**
- **ISO 9001:2008**
- **ISO 14001:2004**
- **5S MANAGEMENT SYSTEM**
- **PRODUCTION MANAGEMENT**
- **Marketing Management**



## COMPUTERIZED ACCOUNTING

### PART-1 (INTRODUCTION & BASICS)

- INTRODUCTION TO COMPUTERIZED ACCOUNTING
- ADVANTAGES OF COMPUTERIZED ACCOUNTING
- DISADVANTAGES OF COMPUTERIZED ACCOUNTING
- PEACHTREE BASICS
- MENUS/TOOLBARS/NAVIGATIONS AIDS
- SETTING UP YOUR COMPANY

### PART-2 (GENERAL LEDGER)

- INTRODUCTION
- CHART OF ACCOUNTS
- EDITING/DELETING CHART OF ACCOUNTS
- RULES OF DEBIT & CREDIT
- GENERAL JOURNAL ENTRIES WITH PEACHTREE
- EDITING/DELETING JOURNAL ENTRIES
- ADJUSTING ENTRIES
- PRINTING & VIEWING GL REPORTS

### PART-3 (INVENTORY)

- INTRODUCTION
- CREATING STOCK ITEMS
- INVENTORY ADJUSTMENT
- ITEM PRICES
- PRINTING & VIEWING INVENTORY REPORTS

### PART-4 (MANUFACTURING & ASSEMBLING)

- INTRODUCTION
- SETTING UP ASSEMBLY ITEMS
- BUILD / UNBUILD ASSEMBLIES
- PRINTING & VIEWING ASSEMBLING REPORTS

### PART-5 (SALES)

- INTRODUCTION
- CREATING CUSTOMERS
- QUOTES
- SALES ORDERS
- INVOICES
- RECEIPT
- SALES TAX
- SALES RETURNS
- SALES DISCOUNTS
- FINANCE CHARGES
- PRINTING & VIEWING A/R REPORTS



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## **PART-6 (PURCHASES)**

- INTRODUCTION
- CREATING VENDORS
- PURCHASE ORDERS
- PURCHASE/RECEIVE INVENTORY
- PAYMENT
- SELECT FOR PAYMENT
- PURCHASE RETURNS
- PURCHASE DISCOUNT
- PRINTING & VIEWING A/P REPORTS

## **PART-7 (PAYROLL)**

- INTRODUCTION
- PAYROLL SETUP WIZARD
- PAYROLL SETTING
- CREATING EMPLOYEES
- CREATING SALES REPRESENTATIVES
- PAYING SALARIES TO A SINGLE EMPLOYEE
- PAYING SALARIES TO BATCH OF EMPLOYEES
- PRINTING & VIEWING PAYROLL REPORTS

## **PART-8 (JOB ORDER COSTING)**

- INTRODUCTION
- COST CODES
- PHASES
- JOB
- EXPENSES/ESTIMATES
- WORKING WITH CONSTRUCTION COMPANY
- PRINTING & VIEWING JOBS REPORTS

## **PART-9 (GET MORE FROM PEACHTREE)**

- FILTERS
- FIND TRANSACTIONS
- MEMORIZED TRANSACTIONS
- DEFAULT INFORMATION
- SETUP CHECKLIST
- USERS/ PASSWORDS
- BANK RECONCILIATION
- CHANGE ACCOUNTING PERIOD
- YEAR END WIZARD
- ANALYSIS
- GLOBAL OPTIONS
- FORMATTING REPORTS AND FORMS
- APPLY ANY CURRENCY SYMBOL
- PEACHTREE WITH EXCEL
- ACTION ITEMS
- ACCRUAL OR CASH ACCOUNTING
- CHANGE COMPANY INFORMATION
- BACK UP
- RESTORE
- USE OF BUILT IN CHART OF ACCOUNTS





## COMPUTER APPLICATION

### WINDOWS-7 OPERATING SYSTEM

- **INTRODUCTION TO WINDOWS**
  - WHAT IS OPERATING SYSTEM
  - WINDOWS HISTORY
  - WINDOWS ENVIRONMENT
- **USING THE WINDOWS DESKTOP**
  - LOG ON TO WINDOWS
  - START A PROGRAM
  - SWITCH BETWEEN PROGRAM
  - GET HELP
  - USING RECYCLE BIN
  - LOG OFF COMPUTER
  - TURN OFF COMPUTER
- **DISPLAY PROPERTIES**
  - SET UP A SCREEN SAVER
  - CHANGE DESKTOP THEME
  - CHANGE WALLPAPER
  - CHANGE DESKTOP APPEARANCE
  - DISPLAY SETTINGS
- **WORKING WITH FILE AND FOLDERS**
  - WINDOWS EXPLORER
  - SEARCH FOR A FILE OR FOLDER
  - CREATE A FOLDER
  - VIEW ITEM IN A FOLDER
  - CREATE A FILE
  - SAVE A FILE
  - CREATE A SHORT TO A FILE OR FOLDER
  - RENAME A FILE OR FOLDER
  - DELETE A FILE OR FOLDER
  - MOVE OR COPY A FILE OR FOLDER
- **TASKBAR PROPERTIES**
  - START MENU
  - QUICK LAUNCH BAR
  - SYSTEM TRAY

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## MICROSOFT WORD 2007

- **INTRODUCTION TO MS WORD**
  - WORD PROCESSING BASIC
  - FEATURES OF MS WORD
  - MS WORD ENVIRONMENT
- **WORKING WITH TEXT**
  - TYPING AND INSERTING TEXT
  - SELECTING TEXT
  - DELETING TEXT
  - UNDO
  - FORMATTING TAB
  - FORMAT PAINTER
  - FIND AND REPLACE
- **PAGE FORMATTING**
  - PAGE MARGINS
  - PAGE SIZE AND ORIENTATION
  - HEADERS AND FOOTERS
  - PAGE NUMBERS
  - PRINT PREVIEW AND PRINTING
  - THEMES
- **FORMATTING PARAGRAPHS**
  - PARAGRAPH ATTRIBUTERS
  - MOVING, COPYING AND PASTING TEXT
  - COLUMNS
  - DROP CAPS
  - CHANGE CASE
- **WORKING WITH FILES**
  - CREATING AND OPENING DOCUMENTS
  - SAVING DOCUMENTS
  - RENAMING DOCUMENTS
  - WORKING ON MULTIPLE DOCUMENTS
  - CLOSE A DOCUMENT
- **SPELLING AND GRAMMAR**
  - AUTOCORRECT
  - AUTO TEXT
  - SPELLING AND GRAMMAR CHECK
  - SYNONYMS
- **LIST ORGANIZATION**
  - BULLETED AND NUMBERED LISTS
  - NESTED LISTS
  - FORMATTING LISTS
- **Working with Tables**
  - Insert Table Button
  - Draw a Table
  - Inserting Rows and Columns
  - Moving and Resizing a Table
  - Tables and Borders Tab
  - Table Properties
- **WORKING WITH MACROS**
  - RECORDING A MACRO
  - RUNNING A MACRO
- **WORKING WITH HYPERLINK**
  - USING BOOKMARK
  - EXTERNAL LINK
- **MAIL MERGE**
  - MAIL MERGE OPERATIONS
- **DOCUMENT PROTECTION**
  - TRACK CHANGES
  - COMMENTS
  - FORMS

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## MICROSOFT EXCEL 2007

- **INTRODUCTION TO MS EXCEL**
  - WHAT IS EXCEL
  - FEATURES OF MS EXCEL
- **SPREADSHEET BASICS**
  - SCREEN ELEMENTS
  - ADDING AND RENAMING WORKSHEETS
- **MODIFYING A WORKSHEET**
  - MOVING THROUGH CELLS
  - ADDING WORKSHEETS, ROW, AND COLUMNS
  - RESIZING ROWS AND COLUMNS
  - SELECTING CELLS
  - MOVING AND COPYING CELLS
  - FREEZE PANES
  - APPLYING BACKGROUND
  - HIDE & UNHIDE SHEET
  - CHANGE TAB COLOR
- **FORMATTING CELLS**
  - FORMATTING TAB
  - FORMAT CELLS DIALOG BOX
  - DATES AND TIMES
  - FORMAT PAINTER
  - AUTO AND CONDITIONAL FORMAT
  - PATTERNS
  - TEXT EFFECTS
  - TEXT ORIENTATION
  - TEXT ORIENTATION
  - TEXT CONTROL
- **FORMULAS AND FUNCTIONS**
  - FORMULAS
  - LINKING WORKSHEETS
  - BASIC FUNCTIONS
  - FUNCTION WIZARD
  - AUTO SUM
- **FORMULA AUDITING**
  - TRACE PRECEDENTS
  - TRACE DEPENDENTS
- **SORTING, FILTRATION AND VALIDATION**
  - BASIC ASCENDING AND DESCENDING SORTS
  - AUTO AND ADVANCE FILTER
  - APPLYING VALIDATION
- **WORKING WITH GRAPHICS**
  - ADDING CLIP ART
  - ADD AN IMAGE FROM A FILE
- **WORKBOOK PROTECTION**
  - FILE PASSWORD
  - SHEET PROTECTION
  - WORKBOOK PROTECTION
- **PAGE SETUP AND PRINTING**
  - PAGE BREAKS
  - PAGE ORIENTATION
  - MARGINS
  - HEADERS, FOOTERS AND PAGE NUMBERS
  - PRINT PREVIEW
  - PRINT
- **CUSTOMIZING EXCEL**
  - MENUS
  - CUSTOMIZE TABS
  - RECORDING A MACRO
  - RUNNING A MACRO



## MICROSOFT POWERPOINT 2007

- **INTRODUCTION TO MS POWERPOINT**
  - WHAT IS MS POWERPOINT
  - FEATURES OF MS POWER POINT
  - MS POWERPOINT ENVIRONMENT
- **PRESENTATION BASICS**
  - AUTO CONTENT WIZARD
  - CREATE A PRESENTATION FROM A TEMPLATE
  - CREATE A BLANK PRESENTATION
  - OPEN AN EXISTING PRESENTATION
  - AUTO LAYOUT
- **POWER POINT SCREEN**
  - SCREEN LAYOUT
  - VIEW
- **WORKING WITH SLIDES**
  - INSERT A NEW SLIDE
  - APPLYING A DESIGN TEMPLATE
  - CHANGING SLIDE LAYOUT
  - REORDERING SLIDES
  - HIDE SLIDES
  - CREATE A CUSTOM SLIDE SHOW
  - EDIT A CUSTOM SLIDE SHOW
- **ADDING CONTENT**
  - RESIZING A TEXT BOX
  - TEXT BOX PROPERTIES
  - DELETE A TEXT BOX
  - BULLETED LISTS
  - NUMBERED LISTS
  - ADDING NOTES
  - VIDEO AND AUDIO
- **Custom Animation Effaces**
  - Entrance
  - Emphasis
  - Exit
  - Motion Path
- **Working with Graphics**
  - Adding Clip Art
  - Adding an Image From a File
  - Editing a Graphic
  - Auto Shapes
  - Word Art
- **WORKING WITH TEXT**
  - ADDING TEXT
  - EDITING OPTIONS
  - FORMATTING TEXT
  - REPLACE FONTS
  - LINE SPACING
  - CHANGE CASE
- **COLOR SCHEMES**
  - COLOR SCHEMES
  - BACKGROUNDS
- **SLIDE EFFECTS**
  - ACTION BUTTONS
  - SLIDE ANIMATION
  - ANIMATION PREVIEW
  - SLIDE TRANSITIONS
  - SLIDE SHOW OPTIONS

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## INTERNET & EMAIL

- **WHAT IS INTERNET**
  - INTRODUCTION TO INTERNET
  - HISTORY OF INTERNET
  - ADVANTAGES OF INTERNET
- **WEB TECHNOLOGY**
  - WHAT IS A WEB TECHNOLOGY
  - WORLD WIDE WEB
  - WEB SERVER AND WEB PAGES
  - DEFINITION OF WEB PAGES
  - HISTORY OF WEB SITE
  - URL AND DOMAIN NAMES
- **CONNECTING TO THE INTERNET**
  - INTERNET SERVICE PROVIDER
  - WHAT IS MODEM
- **WEB BROWSERS**
  - WHAT IS WEB BROWSERS
  - HISTORY OF WEB BROWSERS
- **E-MAIL SYSTEM AND ITS WORKING**
  - E-MAIL REGISTRATION
  - CHECK A MAIL
  - COMPOSE A MAIL
  - ATTACHMENTS
- **SEARCHING, DOWNLOADING & UPLOADING**
  - WHAT IS SEARCH ENGINE
  - SEARCHING A SOFTWARE
  - DOWNLOADING CONCEPT
  - UPLOADING CONCEPT

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