



English Reading - Course 2

Complete Teaching Pack
Office Management
Department

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دليل الحقيبة

المؤسسة التعليمية	الجامعة التقنية الجنوبية / المعهد التقني الاداري / بصرة / قسم تقنيات ادارة المكتب
عنوان الحقيبة	English Reading
الفئة المستهدفة	طلبة الصف الأول لقسم تقنيات ادارة المكتب
التدريسي	Marwa Najim Aboud
العام الدراسي	2025-2024
عدد ساعات المادة	3 ساعات اسبوعيا
طرق واساليب واستراتيجيات التدريس	التعليم الحضوري ، التعليم الالكتروني ،عصف ذهني ، دراسة حالة ، مناقشات ، طرح اسئلة
الوسائل التعليمية	سبورة واقلام ملونة، ورق، شاشة عرض، لابتوب ، صور، فيديوهات توضيحية، عرض تقديمي.
وسائل التقويم	مهام ، اختبار قبلي وبعدي ، حل نماذج كمية ، ارسال ورقة بحثية
الاعداد اللوحستي	اعداد قاعة محاضرات، عرض تقديمي، تقسيم المهام بين الطلبة ، تقسيم الطلبة الى مجاميع



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1. Office Management Elements

- Planning place, personnel, materials and equipment
- Selecting and developing abilities of personnel
- Organizing and distributing business
- Directing individuals and assigned work
- Controlling work progress according to the plan

2. Centralization & Decentralization

- Centralization: One unit controls official activities
- ✓ Advantages: Specialization, cost reduction, control
- ✗ Disadvantages: Delay, loss of secrets, poor flexibility

- Decentralization: Multiple departments handle activities
- ✓ Advantages: Speed, better service
- ✗ Disadvantages: Work duplication, information dispersion

3. Types and Functions of Offices

- Types:
 - • Open-Plan Office: Big hall, no barriers
 - • Private Office: For one employee
- Main Functions:
 - • Receiving, recording, providing information
 - • Protecting enterprise ownership
 - • Analyzing systems and arranging forms
 - • Selecting and training office workers



4. The Secretary and Meetings

- Before Meeting: Prepare agenda, room, details
- During Meeting: Register names, read items, support chief
- After Meeting: Record minutes, submit for checking

5. Archives & Records Vocabulary

- Active records, Archives, Coding, Sorting, Filing
- In-coming / Out-going mail
- Drawer files, Guide card, Inactive files
- Geographic, Alphabetic, Numeric filing

6. Filing Systems & Procedures

- Procedure:

- • Receiving, recording, classifying, directing
- • Follow-up, distributing to departments

- Filing Types:

- • Alphabetic, Numeric, Objective, Geographic, Date-based

7. Arrangement & Archives Types

- Arrangement Methods:
 - • Alphabetical, Numeric, Alphanumeric, Date
- Archives Types:
 - • Active, Middle value, No value
- File System Conditions: Simplicity, Flexibility, Security

8. Acronyms in Office & Management

- IT: Information Technology
- HR: Human Resources / HRD / HRO
- CFO / CEO / MGR
- CSR / CRM / PM / R&D
- ORG: Organization, PR: Public Relations