

**□ What is an office?**

- 1- An office: Is a room or any other area where information is received, processed, filed and made available when required.
- 2- Place where professional duties are performed

**□ Office design:**

Some requirements for office :

- 1- **Legal**: health and safety regulations
- 2- **Technical**: networking

Primary purpose of an office building is to provide a workplace for workers

**Layout of an office depends on:**

- 1- Number of worker in the same room
- 2- Space available
- 3- Illumination
- 4- Resources
- 5- Responsibilities

**1. CLOSED OFFICE**

Each person has her/his own room with its own access.

**2. The cubicle ( compromise between.... )**

All employees sit together in one room with partition between them

**3. OPEN PLAN OFFICE**

All employees sit together in one room without partition between them

**Comparison between open office and closed office**

Criteria	Open ( one room )	Closed ( separated room )
Privacy	Less Privacy	More Privacy
Security	Less Security	More Security
Noise	More Noise	Less Noise
Supervision	Easy Supervision	Difficult Supervision
Communication	More Communication	Less Communication
Teamwork	More Teamwork	Less Teamwork
Cost	High Cost	Low Cost
Movement		

**Advantages and disadvantages of the two types of offices:**

	Advantages	Disadvantages
<b>Closed office</b>	More Privacy	Difficult
	More Security	Less Communication
	Less Noise	Less Teamwork
	Low <b>Cost</b>	

	Advantages	Disadvantages
<b>Open office</b>	Easy Supervision	Less Privacy
	More Communication	Less Security
	More Teamwork	More Noise
		High Cost

## □ Levels of administration:

### **TOP MANAGEMENT:**

- Extensive knowledge of management tools and skills
- Aware of external factors affecting the business
- Strategic decisions and of a long term nature

### **MIDDLE MANAGEMENT:**

- Specialized understanding of certain managerial task
- Carry out decisions made by top management

### **LOWER MANAGEMENT:**

- Ensure the decisions taken by top management and middle management are carried out
- Decisions are of a short term nature
- Direct supervision of employees

### **EMPLOYEES:**

- Task oriented
- Carry out tasks

## **Office organization:**

Each office or organization is divided into departments. Each department is managed by a manager. The following are the different departments within a big organization:

- 1- Accounting or finance
- 2- Human resources or personal
- 3- Sales
- 4- Purchasing
- 5- Administration
- 6- Warehousing or storage
- 7- Public relations

### Organization Chart

Diagrams show the relationship and ranks between its parts

### Accounting or finance

- 1- Receives payments from customers
- 2- Makes payments to suppliers and employees
- 3- Take care of banking and petty cash payments

### Human resources or personal

- 1- Searching and recruiting employees
- 2- Keeps records of employees

### Sales

- 1- sells goods to customer
- 2- handles advertising and promotion of goods

### Purchasing

- 1- buying goods from suppliers

### Administration

- 1- running of the office
- 2- takes care of mail, security, cleaning and reception

#### Warehousing or storage

- 1- keeps stock of goods and records of it
- 2- transporting the goods

#### Public relations

- 1- create and maintain relationship between organization and others ( customers ,suppliers ,employees , government and society )

### **Qualities and ethics of employees:**

**Punctuality:** Coming on time , doing the work on time and leaving on time.

**Loyalty:** The employees should treat the office like their own family and be loyal to it.

**Confidentiality:** There are many things in a business outsiders should not know.

**Non – discriminatory attitude:** Everyone should be treated the same way. There should be no difference between employees.

**Positive attitude to change:** the employees should try and learn the new concepts and technology.

**Appropriate Appearance:** The employees should wear good and clean cloths.

**Ability to work with others:** An office is like a team, All employees learn to work with others and respect their opinions.

**Teams in business:** A team in business is a small group of people are working together to accomplish common goals.

### **Obligation:**

#### **Employees:**

Every employee has obligation towards the employer.

Come in persona.

Come on time.

Be competent.

Take good care of employers property.

Look at book P.14

#### **Employers:**

Also employers has obligation towards employees.

Provide a clean and safe working place.

To pay fair salaries and other allowances.

Give all details of rights of an employees.

Treat every employee with the same respect and equality.

Look at book P.15