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ABSTRACT The general purpose of the occupational analysis is to provide workable, basic information dealing with the many and varied duties performed in the information receptionist occupation. The document opens with a brief introduction followed by a job description. The bulk of the document is presented in table form. Ten duties are broken down into a number of tasks and for each task a two-page table is presented, showing on the first page: tools, equipment, materials, objects acted upon; performance knowledge (related also to decisions, cues and errors); safety--hazard; and on the second page: science; math--number systems; and communications (performance modes, examples, and skills and concepts). The duties include: handling visitors; performing telephone duties; disseminate information; typing various items; processing mail; accounting for petty cash; making reservations; being a hostess; reproducing materials on photocopy equipment; and machine transcribing. A list of standard office and typing supplies is appended. (BP)

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Occupational Analysis

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INFORMATION RECEPTIONIST

Instructional Materials Laboratory
Grade and Industrial Education
The Ohio State University

5217

AN ANALYSIS OF THE INFORMATION RECEPTIONIST OCCUPATION

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FOREWORD

The occupational analysis project was conducted by The Instructional Materials Laboratory, Trade and Industrial Education, The Ohio State University in conjunction with the State Department of Education, Division of Vocational Education pursuant to a grant from the U.S. Office of Education.

The Occupational Analysis project was proposed and conducted to train vocational educators in the techniques of making a comprehensive occupational analysis. Instructors were selected from Agriculture, Business, Distributive, Home Economics, and Trade and Industrial Education to gain experience in developing analysis documents for sixty-one different occupations. Representatives from Business, Industry, Medicine, and Education were involved with the vocational instructors in conducting the analysis process.

The project was conducted in three phases. Phase one involved the planning and development of the project strategies. The analysis process was based on sound principles of learning and behavior. Phase two was the identification, selection and orientation of all participants. The training and workshop sessions constituted the third phase. Two-week workshops were held during which teams of vocational instructors conducted an analysis of the occupations in which they had employment experience. The instructors were assisted by both occupational consultants and subject matter specialists.

The project resulted in producing one hundred two trained vocational instructors capable of conducting and assisting in a comprehensive analysis of various occupations. Occupational analysis data were generated for sixty-one occupations. The analysis included a statement of the various tasks performed in each occupation. For each task the following items were identified: tools and equipment; procedural knowledge; safety knowledge; concepts and skills of mathematics, science and communication needed for successful performance in the occupation. The analysis data provided a basis for generating instructional materials, course outlines, student performance objectives, criterion measures, as well as identifying specific supporting skills and knowledge in the academic subject areas.

PREFACE

The following is an analysis of an information receptionist. It must be pointed out that the tasks and duties listed are performed by the majority of information receptionists. Some information receptionists will perform all of these duties while others may perform only one of the duties depending on the size and policy of the company. The tasks are listed in chronological order.

This position can be an entry level position which can be filled by someone who has completed a general business program. A cheerful personality is as important to the success of this position as the technical skills, since he/she is the first company representative the public meets. It is not intended that this be the basis for a complete program.

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JOB DESCRIPTION

An information receptionist is the first company representative who greets visitors in the office face-to-face. The duties of the information receptionist vary according to organizational structure. Such duties include greeting callers, answering questions about the company, sorting and distributing incoming and outgoing mail, handling the switchboards, keeping the petty cash, being a hostess or tour guide, taking care of various reservations, reproducing materials, maintaining the reception area, running errands, transcribing, filling in temporarily at other work stations, typing assorted materials, and carrying out any oral or written instructions of the employer.

Duty A

Handling Visitors

- 1 Greet, identify, and screen visitor
- 2 Make visitors feel comfortable
- 3 Announce visitor to employee
- 4 Maintain visitor book and issue visitor passes
- 5 Direct visitor to proper office or department
- 6 Answer visitor's questions
- 7 Keep calendar of appointments

V/ 1

(TASK STATEMENT) GREET, IDENTIFY AND SCREEN VISITORS

**TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON**

Standard office set-up
Calendar of appointments

PERFORMANCE KNOWLEDGE

Find out visitor's name and purpose of visit
Make visitor feel at ease
Determine who visitor wishes to see

SAFETY - HAZARD

DECISIONS

Recognize aggressive visitor
Recognize if employee wishes to see visitor

CUES

Visitor's actions
Message from employee

ERRORS

Improper handling of visitor

SCIENCE

Basic need of feeling important
[Ego]
Respect for visitor
[Self-respect of visitor]
Use tactful reasons if visit cannot be completed
[Insecurity]
Show fairness - ethics
Avoid offending visitor
Avoid being trapped in a coverup

MATH - NUMBER SYSTEMS

COMMUNICATIONS

Follow oral and written instructions
Give verbal instructions
Demonstrate self-confidence
Question and listen



(TASK STATEMENT) MAKE VISITORS FEEL COMFORTABLE

<p>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</p> <p>Standard office set-up Coffee machine and supplies Reading material Smoking material Coat rack Waiting area — chairs, tables, sofas</p>	<p>PERFORMANCE KNOWLEDGE</p> <p>Check room environment Talk with visitor Hang up coat and hat Provide reading materials, ash tray Serve coffee Continue with work in progress</p>	<p>SAFETY — HAZARD</p> <p>Avoid burning self or visitor with coffee Be sure smoking materials are extinguished</p>
<p>SCIENCE</p> <p>Make visitor feel comfortable [Reinforce self-worth] Reassure visitor of his/her appointment</p>	<p>DECISIONS</p> <p>Implied - application of procedure</p>	<p>ERRORS</p> <p>Visitor feels uncomfortable</p>
<p>MATH — NUMBER SYSTEMS</p> <p>Ratio and proportion Multiplication [Making coffee]</p>	<p>COMMUNICATIONS</p> <p>Inquire about comfort of visitor Gestures of concern and respect Err with visitor</p>	<p>CUES</p>



(TASK STATEMENT) ANNOUNCE VISITOR TO COMPANY EMPLOYEE

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office set-up
Company directory
Visitor's name
Intercom - P.A. telephone

PERFORMANCE KNOWLEDGE

Locate employee
Relate nature of visitor's business
Reassure visitor of appointment

SAFETY - HAZARD

DECISIONS

Implied - application of procedure

CUES

ERRORS

Visitor waits too long
Announcing wrong person
Announcing visitor to wrong person
Letting visitor overhear employee's remarks

SCIENCE

Ego - make visitor feel important

MATH - NUMBER SYSTEMS

Use of locator bell systems

COMMUNICATIONS

Reading appointment book
Reading company directory
Speaking - Proper pronunciation of visitor's name
Interpreting messages from employee concerning visitor
Speaking - Keep emotion out of voice while on phone

(TASK STATEMENT) MAINTAIN VISITOR BOOK AND ISSUE GUEST PASSES

**TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON**

Standard office set-up
Guest book
Visitor passes
Safety-equipment
Safety rules

PERFORMANCE KNOWLEDGE

Date guest book
Sign visitors in and get addresses
Issue visitor pass
Issue safety equipment and rules
Account for visitor passes

SAFETY - HAZARD

DECISIONS

Implied - application of procedure

CUES

ERRORS

Passes issued incorrectly
Visitor book incomplete
Failure to wear safety equipment
[Visitor]

SCIENCE

Courtesy
Importance of activities involved to visitor [Motivation]

MATH - NUMBER SYSTEMS

Locate by approximation rational numbers and integers on
the number line (Sequential ordering)

COMMUNICATIONS

Speaking - courteous treatment of visitors to get their names
and addresses
Writing - guest passes
Speaking - impress need of safety equipment upon
visitor
Facial expressions

(TASK STATEMENT) DIRECT VISITOR TO PROPER OFFICE OR DEPARTMENT

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office set-up
Floor plan map
Office directory

PERFORMANCE KNOWLEDGE

Be familiar with office layout
Determining employee location
Inform visitor of direct route to employee
Review safety procedures
Guide visitor to office location
Make formal introduction

SAFETY - HAZARD

DECISIONS

Implied - application of procedure

CUES

ERRORS

Failure to follow safety precautions
Failure to avoid restricted area
Directing visitor to wrong place
Visitor getting lost

SCIENCE

Avoid insecurity by using common vocabulary
Assume ability of visitor to follow directions. Do not talk
down to him/her (Self-worth)

MATH - NUMBER SYSTEMS

COMMUNICATIONS

Reading company directory
Interpreting map
Speaking directions to area
Poise in directing visitor
Etiquette - making introductions

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office set-up
Company reference materials

PERFORMANCE KNOWLEDGE

Answer questions which are general
Locate information from appropriate source
Refer to company reference

SAFETY - HAZARD

DECISIONS

Determine which questions may be
answered
Decide which reference source to use

CUES

Company policy
Where information is located

ERRORS

Answering restricted questions
Providing wrong information
Creating a poor company image

SCIENCE

Confirm validity of question [Reinforcement]
Tact in avoiding questions [Eqo]

MATH - NUMBER SYSTEMS

COMMUNICATIONS

Clarify visitor's questions - interpretation
Understand reference material
Give verbal answers to questions
Convey self-confidence by posture, tone of voice, or
gestures
Eye contact to acknowledge person, show him/her attention

(TASK STATEMENT) KEEP CALENDAR OF APPOINTMENTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

Standard office set-up
Calendar of appointments

PERFORMANCE KNOWLEDGE

Record appointments as they are scheduled
Remind employee of appointments
Cancel appointments
Reschedule appointments

SAFETY - HAZARD

DECISIONS

Determine amount of time needed for appointment.
Determine time to schedule appointments
Determine who to schedule for appointment.

CUES

Purpose of appointment
Recognize available time
Who may be seen

ERRORS

Avoid scheduling two appointments at once
Scheduling appointments too close
Failure to notify all persons who are to attend the appointment

SCIENCE

Use tact in denying appointments [Avoid frustration]
General courtesy [Respect]
Offer realistic alternatives to broken appointments [Building trust of company]
Console late visitors and offer to reschedule [Reinforcement of visitor's self-worth]

MATH - NUMBER SYSTEMS

Dates
Time

COMMUNICATIONS

Read and interpret appointment book
Analyze ~~time~~ needed for each appointment
Get instructions from employee
Write reminder notes
Facial expressions of concern

Duty B

Performing Telephone Duties

- 1 Answer incoming calls
- 2 Maintain telephone directories
- 3 Place long distance calls and keep log
- 4 Verify telephone bill

(TASK STATEMENT) ANSWER INCOMING CALLS

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office set-up
Company phone directory
Local phone books
Out-of-town phone books
Personal telephone files
Message pad

PERFORMANCE KNOWLEDGE

Answer phone
Screen unwanted calls
Direct calls to correct person
Take phone messages and relay them
Transfer calls
Keep callers on "hold" informed
Soothe irate callers

SAFETY - HAZARD

DECISIONS

Determine to whom to direct the call
Determine if call should be put through

CUES

Purpose of call
Employee instructions

ERRORS

Routing call to wrong person
Not getting names correctly
Transposing phone numbers
Failing to relay messages
Cutting callers off

SCIENCE

Make caller feel important [Ego]
Be a good listener [Concern]
Tactfully handle irate callers [Frustration]

MATH - NUMBER SYSTEMS

Company extension system
Understanding telephone electronics

COMMUNICATIONS

Speaking - pleasant phone voice that generates warmth
Writing - legibly and accurately write messages
Reading and using company directory

(TASK STATEMENT) MAINTAIN TELEPHONE DIRECTORIES

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office set-up
Local office directory
Company directory
Local telephone books
Out-of-town telephone books as needed
Emergency numbers
Frequently called numbers

PERFORMANCE KNOWLEDGE

Keep current telephone books available
Be familiar with alphabetic system
Keep frequently called number list accessible
Make company lists of extensions available
Prepare updated telephone lists
Maintain personal phone number lists

SAFETY - HAZARD

DECISIONS

Determine what numbers are out of date

CUES

New numbers issued

ERRORS

Transposing numbers
Losing numbers
Illegible writing of numbers

SCIENCE

MATH - NUMBER SYSTEMS

Writing arabic figures correctly
Awareness of area code system

COMMUNICATIONS

Reading telephone directory
Writing telephone lists
Speaking - confirmation of numbers

(TASK STATEMENT) PLACE LONG DISTANCE CALLS

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON:

Standard office set-up
Telephone log
Telephone listings

PERFORMANCE KNOWLEDGE

Locates telephone number
Place calls
Write calls in log - number called and caller
Arrange conference calls
Make overseas calls
Transfer calls
Place telegrams

SAFETY - HAZARD

DECISIONS

Determine type of call to make
Determine when to make the call

CUES

Cost
Time zone
Company policy
Employer instructions

ERRORS

Charging wrong person with call
Placing wrong type
Cutting off people
Forgetting about time zone
Dialing wrong number

SCIENCE

Frustration of worker in trying to place calls within time limits
General courtesy

MATH - NUMBER SYSTEMS

Long distance rates
Utilizing telephone number system
Understand telephone electronic system
Understanding time zones

COMMUNICATIONS

Using directories
Legible and accurate writing
Using proper telephone techniques
Projecting a telephone personality

(TASK STATEMENT) VERIFY TELEPHONE BILL

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office set-up
Telephone bill
Long distance log

PERFORMANCE KNOWLEDGE

Check long distance log against phone bill
Itemize long distance expenses by department
Confirm total
Authorize bill for payment
File long distance information

SAFETY - HAZARD

DECISIONS

Determine if bill is correct

CUES

Are calls accounted for

ERRORS

Failure to keep accurate records of calls made
Poor math skills causing inaccuracy

SCIENCE

Frustration of worker trying to locate unlogged calls
Persistence needed to track down calls

MATH - NUMBER SYSTEMS

Addition and subtraction of whole numbers
Addition and subtraction of decimal fractions
Percentages
Multiplication of decimals

COMMUNICATIONS

Comparing telephone bill with log
Coding system for bill check off
Recording calls in log

Duty C

Disseminate Information

1 Disseminate information

24

(TASK STATEMENT) - DISSEMINATE INFORMATION

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office set-up
Company manual
Company directory
House organ
Company map
Company brochures
Stockholder reports
General reference materials

PERFORMANCE KNOWLEDGE

Answer questions
Pass out materials
Replenish brochure supply
Generate goodwill
Keep listing of current company activities

SAFETY - HAZARD

DECISIONS

Determine if question should be answered
Determine manner in which questions
should be answered

CUES

Confidentiality of a material
To whom information is being given
Immediacy of information
Type of information needed

ERRORS

Giving out confidential information
Giving out incorrect information
Being slow in sending information

SCIENCE

Tactfully deny information [Protect ego]
Acknowledge importance of a question [Reinforcement]
Reinforce visitor's importance by being attentive
Correct false information when necessary
Protect company interests [Ethics]
Demonstrate professional attitudes

MATH - NUMBER SYSTEMS

COMMUNICATIONS

Oral - answering questions
Facial expression - attentiveness to visitor
Physical gestures to command attention or direction
Pleasant tone of voice
Select materials to be used

Duty D

Typing Various Items

- 1 Arrange correspondence
- 2 Prepare forms
- 3 Prepare duplicating materials
- 4 Maintain typewriter

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(TASK STATEMENT) ARRANGE CORRESPONDENCE

TOOLS, EQUIPMENT, MATERIALS
OBJECTS ACTED UPON

Standard office set-up
Standard typing supplies

PERFORMANCE KNOWLEDGE

Select letter styles and uses
Type letters and carbons
Proofread
Make neat corrections
Use correct paper form
Address envelopes
Attach enclosures
Prepare address finder cards
Read and answer correspondence

DECISIONS

Determine type of correspondence
necessary
Determine what is to be said in the
correspondence

CUES

To whom correspondence is being sent
Type of information being conveyed

ERRORS

Incorrect information
Undetected errors

SAFETY - HAZARD

SCIENCE

Reply promptly [Attention]
Motivate action with correspondence
Use appropriate vocabulary [Self image of people]

MATH - NUMBER SYSTEMS

Addition and subtraction of whole numbers
Multiplication and division with whole numbers

COMMUNICATIONS

Read correspondence
Write letters, using correct:
Grammatical structure and logic
Vocabulary and spelling
Criticize work for errors and tone

(TASK STATEMENT) PREPARE FORMS

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office set-up
Standard typing supplies
Invoices
Purchase orders
Requisitions

PERFORMANCE KNOWLEDGE

Use appropriate form
Type forms correctly
Verify information
Make corrections
Address envelopes
Expedite form
File office copy

SAFETY - HAZARD

DECISIONS

Choose correct form

CUES

Purpose of information
Type of information
To whom information is being sent

ERRORS

Undetected errors
Misfiled
Wrong information
Use of wrong form

SCIENCE

MATH - NUMBER SYSTEMS

Reading and interpreting charts, tables, and/or graphs
Locate by approximation rational numbers and integers on the
number line (Sequentia' ordering)

Code numbering system
Addition, subtraction, multiplication, division
Use of decimals

COMMUNICATIONS

Deciphering instructions
Choosing correct form
Following directions
Using dictionary

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(TASK STATEMENT) PREPARE DUPLICATING MATERIAL

**TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON**

- Standard office set-up
- Standard typing supplies
- Masters
- Stencils
- Correction
- Razor blades
- Offset erasers
- Non-reproducing pencils

PERFORMANCE KNOWLEDGE

- Type ditto
- Correct ditto
- Type stencil
- Correct stencil
- Type offset master or original
- Correct offset masters
- Prepare typewriter for typing

DECISIONS

Determine which technique is best

CUES

- Purpose and type of material
- Quantity needed
- Time available for completion
- Employee instructions
- Cost

ERRORS

- Sloppy work
- Inefficient use of equipment
- Undetected errors
- Typing ditto master backwards

SAFETY - HAZARD

Razor blade cuts

SCIENCE

MATH - NUMBER SYSTEMS

Measures of length

COMMUNICATIONS

Receive written and oral instructions
Type information

(TASK STATEMENT) MAINTAIN TYPEWRITER

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office set-up
Standard typing supplies
Brushes
Cleaning fluid
Rags
Typewriter ribbons
Typewriter manual

PERFORMANCE KNOWLEDGE

Be familiar with operation of parts
Change ribbon
Clean type bars
Call repair mechanic when needed
Dust typewriter

DECISIONS

Determine when to change ribbon
Determine when to clean machine
Determine when to call repair mechanic

CUES

Poor type - type of job
Poor operation
Broken

ERRORS

Electrical short in machine
Worn, frayed plugs or cords
Tripping over cords

SAFETY - HAZARD

SCIENCE

MATH - NUMBER SYSTEMS

COMMUNICATIONS

Speaking - calls to repair mechanic
Reading manual directions

20

30

Duty E

Processing Mail

- 1 Process incoming mail
- 2 Process outgoing mail

(TASK STATEMENT) PROCESS INCOMING MAIL

**TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON**

Standard office set-up
Scales
Letter opener
Routing slips

PERFORMANCE KNOWLEDGE

Sorts mail
Routes mail
Pays overdue postage
Sign for special mail
Deliver mail
Forward and/or return mail

SAFETY - HAZARD

DECISIONS

Determine who receives mail

CUES

Address
Title of employee
Department head
Purpose of correspondence
Return addresses

ERRORS

Sending mail to wrong person
Losing mail
Opening personal or confidential mail

SCIENCE

MATH - NUMBER SYSTEMS

COMMUNICATIONS

Read mail addresses

(TASK STATEMENT) PROCESS OUTGOING MAIL

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office set-up
Scissors
Postage meter
Zip code directory
Postage log
Mailing materials
Cord
Masking tape
Mailing labels

PERFORMANCE KNOWLEDGE

Wrap and address packages
Put on special mailing notation
Locate zip codes
Calculate postage
Operate postage meter
Keep postage log
Bundle-mail
Take mail to mailing point
Maintain company mailing list

DECISIONS

Determine what class of mail to use

CUES

Employee instructions
Company policy
U.S. mail policy
Cost
Package size and content

ERRORS

Improperly setting postage meter for
for date and amount

SAFETY - HAZARD

SCIENCE

MATH - NUMBER SYSTEMS

Addition and subtraction of whole numbers
Measures of length
Measures of weight

COMMUNICATIONS

Writing mailing addresses
Reading postal regulations and rate charges
Maintaining company mailing list
Typing addresses

Duty F

Accounting for Petty Cash

1 Accounting for petty cash

(TASK STATEMENT) ACCOUNTING FOR PETTY CASH

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office set-up
Petty cash box
Cash
Petty cash ledger
Petty cash voucher

PERFORMANCE KNOWLEDGE

Pays incidental expenses
Records and itemizes cash disbursements
Prepares replacement voucher
Replenish fund

SAFETY - HAZARD

DECISIONS

Determine if expense should be incurred

CUES

Legitimate expense
Company policy
Employee instructions

ERRORS

Inefficient handling of funds
Money being stolen
Money being mislaid
Not itemizing expense at time of disbursement

SCIENCE

Politely denying request (Pride)

MATH - NUMBER SYSTEMS

Addition and subtraction of whole numbers
Multiplication and division with whole numbers

COMMUNICATIONS

Writing legible figures in records
Listening to person requesting payment
Speaking - communications

Duty G

Making Reservations

- 1 Keep up to date schedule books**
- 2 Make and confirm travel reservations**
- 3 Make and confirm rental car arrangements**
- 4 Make and confirm hotel reservations**
- 5 Make and plan luncheons**
- 6 Arrange private transportation**

(TASK STATEMENT) KEEP UP-TO-DATE SCHEDULE BOOKS

**TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON**

Standard office set-up
Current schedule books from airlines, buses, trains, etc.
Book of hotels
Telephone list of rental car agencies
Telephone list of 800 numbers for major motel chains
Road maps

PERFORMANCE KNOWLEDGE

Obtain up-to-date schedule books
Make changes in schedule books
Destroy outdated material
Collect and file current issues of roadmaps

SAFETY - HAZARD

DECISIONS

Determine which materials are out-of-date

CUES

New material replacements
Employee instructions

ERRORS

Using wrong material to plan itinerary

SCIENCE

MATH - NUMBER, SYSTEMS

COMMUNICATIONS

Speaking request information
Writing for new materials
Reading road maps and schedule books

(TASK STATEMENT) MAKE AND CONFIRM TRAVEL RESERVATIONS

**TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON**

Standard office set-up
Reservation numbers
Current schedule books
Airline tickets
Airline travel card numbers

PERFORMANCE KNOWLEDGE

Plan itinerary, places, dates and times
Schedule flights, etc., to fit itinerary
Confirm reservations before departure
Get special travel regulations for mode of travel
Prepare list of alternate flights, etc.

SAFETY - HAZARD

DECISIONS

Determine if flight, etc. fits desired itinerary

CUES

Times desired
Mode of travel desired

ERRORS

Issuing ticket for wrong date
Forgetting to confirm reservations
Forgetting to cancel reservations
Forgetting about time zones

SCIENCE

Consideration of convenience and comfort (Pride)

MATH - NUMBER SYSTEMS

Understanding time zones
Reading time tables

COMMUNICATIONS

Speaking - telephone use for reservations
Typing itinerary
Reading travel schedules
Writing tickets

(TASK STATEMENT) MAKE AND CONFIRM RENTAL CAR RESERVATIONS

**TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON**

Standard office set-up
List of rental car agencies
Travel card numbers
Travel itinerary

PERFORMANCE KNOWLEDGE

Reserve car and arrange delivery
Note car reservation on itinerary.

SAFETY - HAZARD

DECISIONS

Determine if car will be available

CUES

Employee instructions
Rental information

ERRORS

Late arrival of car
No car available

SCIENCE

MATH - NUMBER SYSTEMS

COMMUNICATIONS

Speaking - telephone reservations

(TASK STATEMENT) MAKE AND CONFIRM HOTEL RESERVATIONS

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office set-up
Itinerary #
List of accommodations

PERFORMANCE KNOWLEDGE

Plan itinerary
Make hotel reservation to fit plan
List hotel reservation on itinerary
Guarantee reservations when necessary

SAFETY - HAZARD

DECISIONS

Choice of hotel
Choice of accommodations

CUES

Employee preference
Employee instructions
Cost
Availability
Location of appointment or meeting

ERRORS

No guaranteed reservations

SCIENCE

MATH - NUMBER SYSTEMS

COMMUNICATIONS

Speaking - telephone reservation
Writing notes on itinerary
Reading list of possible hotels

(TASK STATEMENT) MAKE AND PLAN LUNCHEONS

**TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON**

Standard office set-up
Catering information
List of possible locations
Guest lists

PERFORMANCE KNOWLEDGE

Reserve hall
Choose caterer
Plan and order menu
Arrange for table decorations
Send out invitations
Compile list of attending
Make name tags
Plan and engage entertainment (speakers, etc.)

SAFETY - HAZARD

DECISIONS

Purpose of affair
Choosing caterer

CUES

Boss's instructions
Cost, menu desired availability

ERRORS

Too expensive
Accommodations not satisfactory
Not ordering enough food
Poor location
Not enough people showing up

SCIENCE

Motivating people to attend

MATH - NUMBER SYSTEMS

Liquo and dry measures
Locate by approximation rational numbers and integers on the number line (Sequential ordering)

COMMUNICATIONS

Speaking - dealing with caterer
receives instructions from employer
Writing - list of attending
name tags
invitations
Reading caterer's information
Typing contract

(TASK STATEMENT) ARRANGE PRIVATE TRANSPORTATION

<p>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</p> <p>Standard office set-up Telephone numbers for private modes of transportation Employee's time schedule</p>	<p>PERFORMANCE KNOWLEDGE</p> <p>Make arrangements for travel mode most appropriate to destination and budget</p>	<p>SAFETY - HAZARD</p>
	<p>DECISIONS</p> <p>Determine what is required of mode</p>	<p>ERRORS</p> <p>Inefficient travel Slow Costly</p>
	<p>CUES</p> <p>Cost Speed necessary Employee instructions</p>	
<p>SCIENCE</p>	<p>MATH - NUMBER SYSTEMS</p>	<p>COMMUNICATIONS</p> <p>Speaking - phone conversations Reading employee's time schedule</p>

Duty H

Being a Hostess

- 1 Maintain reception area**
- 2 Serve refreshments**
- 3 Conduct tours**
- 4 Run errands**

(TASK STATEMENT) MAINTAIN RECEPTION AREA

**TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON**

- Standard office set-up
- Ashtrays
- Waste receptacles
- Reading materials
- Decorations (personalized)
- Cleaning and dusting supplies

PERFORMANCE KNOWLEDGE

- Regulate temperature of reception area
- Straighten up and dust reception area
- Provide recent reading material
- Personalize area (pictures, flowers, etc.)
- Empty ashtrays during day

SAFETY - HAZARD

- People with allergies to flowers
- Smoking items that are not extinguished

DECISIONS

Implied - application of procedure

CUES

ERRORS

- Uncomfortable area
- Unpleasant looking area

SCIENCE

- Make reception place where people can relax (Comfort)
- Cleanliness - clean reception area to denote company image

MATH - NUMBER SYSTEMS

COMMUNICATIONS



TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

- Standard office set-up
- Coffee pot and supplies
- Accessory supplies (tea bags, sugar, etc.)
- Paper supplies
- Serving tray
- Set of china cups
- Cleaning supplies

PERFORMANCE KNOWLEDGE

- Prepare refreshments
- Serve refreshments
- Clean up
- Order supplies as needed

DECISIONS

Determine if guest wishes refreshments

CUES

Guest's actions
Guest's inquiry

ERRORS

Rudeness
Coffee too strong

SAFETY - HAZARD

Burning self or caller

SCIENCE

- Make visitor feel at home (Comfort)
- Showing concern for the visitor (Pride)
- Hospitality

MATH - NUMBER SYSTEMS

Liquid and dry measures

COMMUNICATIONS

- Speaking with a friendly tone
- Gestures in serving
- Facial expressions to show concern

(TASK STATEMENT) · CONDUCT TOURS

**TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON**

Coat rack
Map
Company brochures
Giveaways (if company policy)

PERFORMANCE KNOWLEDGE

Greet visitors and organize group
Tour introduction
Conduct tour
Answer questions
End tour and escort visitors out

SAFETY – HAZARD

Not following safety procedures

DECISIONS

Determine what areas to tour

CUES

Group instructions
Company policy
Time available

ERRORS

Losing visitors
Uninteresting tour

SCIENCE

Make visitors feel comfortable (Comfort)
Project company image (Pride)
Build up tour (Excitement)

MATH – NUMBER SYSTEMS

COMMUNICATIONS

Eye contact to show interest
Explain tour orally
Instruct visitors orally
Audio visual aids (Movies, slides, recordings, etc.)
Gestures as a way of getting attention

(TASK STATEMENT) RUN ERRANDS

**TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON**

Standard office set-up
Local maps
Objects involved in performing errand
Money
Address book

PERFORMANCE KNOWLEDGE

Receive instructions from employee
Complete the errand

SAFETY - HAZARD

DECISIONS

Decide best way to perform errand

CUES

Speed required
Nature of duty
Company policy
Employee instructions

ERRORS

Slow
Uncompleted errand
Wrong information received

SCIENCE

Inspiring cooperation (Motivation)
Pride in completing errand (Self ego)

MATH - NUMBER SYSTEMS

Addition and subtraction of whole numbers
(Making change)
Multiplication and division with whole numbers
(Making change)

COMMUNICATIONS

Listening to directions
Verbally relaying instructions

Duty I

Reproducing Materials on Photocopy Equipment

- 1 Maintain and operate photocopy equipment**
- 2 Collate reproduced materials**

48

(TASK STATEMENT) MAINTAIN AND OPERATE PHOTOCOPIER EQUIPMENT

**TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON**

Standard office set-up
Photocopy equipment
Photocopy supplies
Materials to be reproduced
Repair address and phone number

PERFORMANCE KNOWLEDGE

Attend photocopy training sessions
Attain an acceptable level of performance
Keep equipment in running operation
Keep adequate supplies on hand
Operate equipment

SAFETY - HAZARD

DECISIONS

Implied - application of procedure

CUES

ERRORS

Illegible copies
Waste
Prepare reset counter correctly
Papers jamming
Poor intensity setting

SCIENCE

MATH - NUMBER SYSTEMS

COMMUNICATIONS

Locate by approximation rational numbers and integers on the number line (Sequential ordering)

Reading written directions
Listening to oral directions
Using photocopier manual
Giving mechanical instructions to machine

(TASK STATEMENT) COLLATE REPRODUCED MATERIALS

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office set-up
Jogger (if available and necessary)
Collator (if available)
Staples, and staples
Binders and binding supplies
Punchers
Notebooks
File folders

PERFORMANCE KNOWLEDGE

Sorts reproduced materials to be collated
Organize material for efficient collation
Collate material
Secure material
Distribute material
Return original to employee

Paper cuts

SAFETY - HAZARD

DECISIONS

Determine method of securing material

CUES

Number of pages
Methods available

ERRORS

Inaccurate collating
Improper securing
Waste

SCIENCE

Frustration of completing job on time
Boredom of job

MATH - NUMBER SYSTEMS

Locate by approximation rational numbers and integers on the number line (Sequential ordering)

COMMUNICATIONS

Reading and/or listening to instructions
Requesting information

Duty J

Machine Transcribing

- 1 Operate transcribing equipment
- 2 Prepare transcribed materials for mailability

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(TASK STATEMENT) OPERATE TRANSCRIBING EQUIPMENT

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Standard office set-up
Transcriber and transcribing materials

PERFORMANCE KNOWLEDGE

Read machine manual
Learn to operate transcriber efficiently
Operate transcriber

SAFETY - HAZARD

DECISIONS

Implied application of procedure.

CUES

ERRORS

Inability to operate
Erasing material by accident

SCIENCE

Frustration of operator
Boredom with job
Insecurity with machine

MATH - NUMBER SYSTEMS

COMMUNICATIONS

Reading transcriber manual
Listening to belts

(TASK STATEMENT) PREPARE TRANSCRIBED MATERIAL FOR MAILABILITY

**TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON**

Standard office set-up
 Transcribing equipment
 Standard typing supplies
 Background material
 Reference materials - dictionary, zip code directory, grammar book, secretary handbook

PERFORMANCE KNOWLEDGE

Interpret instructions from dictator
 Use appropriate forms
 Transcribe
 Make corrections
 Revise dictated material
 Prepare enclosures
 Return information to dictator
 Punctuate material
 Proofread material

DECISIONS

Implied - application of procedure

CUES

ERRORS

Messy material
 Incorrect information
 Erasing belt by accident
 Misinterpreting material

SAFETY - HAZARD

SCIENCE

Reinforcement of good dictating habits
 Actively suggesting improvement of dictating habits (Ego)
 Protect insecurity of dictator (Fear)
 Employee's satisfaction with job

MATH - NUMBER SYSTEMS

COMMUNICATIONS

Reading coded directions from machine index slip
 Using correct English usage, spelling, and punctuation [Written]
 Relaying written messages

STANDARD OFFICE SUPPLIES

The phrase "Standard Office Set-up" is used under each task listed in the column entitled "Tools, Equipment, Materials and Objects Acted Upon"

The standard office set-up includes:

- Desk
- Chair
- Waiting room
- List of visitors expected
- Telephone, telephone message pad
- Typewriter and supplies
- Pens
- Papers

The phrase "Standard Typing Supplies" is also used quite frequently in the column entitled "Tools, Equipment, Materials and Objects Acted Upon"

The standard typing supplies include:

- Letterheads
- Second sheets
- Inter-office memos
- Envelopes
- Labels
- Carbon paper
- Forms
- Typing eraser
- Correcto-type
- Pencil eraser
- Shield
- Chalk