

**CHALIMBANA UNIVERSITY**

***Integrity. Service. Excellence*.**

**SCHOOL OF BUSINESS AND ENTREPRENEURSHIP**

**DEPARTMENT OF HUMAN RESOURCE**

OFFICE ORGANISATION AND MANAGEMENT

CODE: BOM 1101

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**UNIT 1**

**INTRODUCTION TO OFFICE MANAGEMENT**

**INTRODUCTION**

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| **OBJECTIVES**  When you have mastered the information provided in this unit you should be able to:   1. Explain the meaning of Office Management and Organisation. 2. Explain the meaning of an Office. 3. State the functions of an office. 4. Demonstrate acceptable office etiquette. 5. Differentiate Virtual, Open Plan and Closed Plan Offices. 6. Identify job opportunities available. |

**SUBTOPICS**

Definition of Office Management, Location of the Office in an organisation, Functions of an Office:Identification of the types of Offices, Identification of Types of Office Organizations, Office Organization Structure and Human Resources

**1.0 INTRODUCTION**

The resources that are owned by a business include Financial Resources, Material Resources and the most important Human Resources, the business will not achieve its organisational goals without management to lead the organisation and direct the various activities. Most of the organisations that fail are due to their bad management of their resources.

* 1. DEFINITION OF MANAGEMENT

Management is the process of Planning, Leading, Organising, Motivating, Coordinating and Controlling the organisations resources such as materials, capital and humans. Management is now regarded as a professional and management training must be placed on the development of individuals in an organisation

* 1. DEFINITION OF AN OFFICE

You may have visited an office, what is an office? An Office is a place where various clerical duties are done and business records are kept, an office could be a room or set of rooms within a building or factory, the term office is derived from aLatin word***officium*** that meansService, Duty, Function or Business. An office is therefore a nerve centre of the business that controls several business activities in that organisation.

* 1. DEFINITION OF OFFICE MANAGEMENT

As you can see that this office could refer to a;

Physical Location

Particular Address

Building

Function

There are offices thatare found in different locations of a company and have different responsibilities for example;

Head Office Accounts Office Division Offices Regional Offices Departmental Offices Administration Offices

1.4 LOCATION OF THE OFFICE IN AN ORGANISATION

The Reception or enquiries is usually located at the entrance where callers coming can easily identify the office. Offices need to be situated in an area within which the job is going to be done or performed.

1.5 FUNCTIONS OF AN OFFICE

As you walk into an office some of the main functions of an office that you will find may include the following activities:

1. Computing
2. Storage and retrieval of information
3. Recording and processing of information
4. Supervision, *etc.*

**1.5.1Computing**

Many offices today use computers, this means to do those very involving works such as calculating the wages and salaries and many more using a computer.

**1.5.2Analysing Data**

It is the duty of the clerk or an officer to ensure that any data that arrives in the company is carefully studied. This enables management to suitably know what should be done on it.

**1.5.3Storing Data**

The data which might be useful to the company should be stored safely so that it can be referred to at a later stage. Storing data could be by using computer or filing cabinets. CDs, flash drives.

**1.5.4Planning**

An organization is simply a composition of several activities and planning, so that all these activities are consolidated.

1.6 IDENTIFICATION OF THE TYPES OF OFFICES

There are basically three types of Offices, namely

1. Open Plan Office.
2. Closed plan Office.
3. Virtual Office.

**1.6.1 OpenPlanOffice**

This type is office layouts that include desks, tables and work benches as well as other structures like filling cabinets, computer tables and equipment. Employees are in one area instead of individual offices. In this type of office many employees work in one room at different workstations e.g. The Staffroom, or Bank hall.

**1.6.2 Closed Plan Office**

This type of an office is enclosed where an individual operates works in a separate room from other offices, this type is usually used by senior members of staff because of confidential information and cash e.g.Head teachers office, Managers Officer, Human Resource Office, Accounts office only one or two people work in this type of an office.

**1.6.3 Virtual Office**

This is any place where an office worker has access to the internet to work. e.g.Wi-Fi, Hotspots, Café.

1.7 IDENTIFICATION OF TYPES OF OFFICE ORGANISATIONS

In an organisation offices are organised according to Departments, recognising the many functions to be performed by each department does not mean that a department is necessary for each speciality, management can combine some functions, the number and type of departments in an organisation vary from each industry to another, the office organisation identifies the various departments for which different employees work.

Certain management principles need to be considered in organising the firm;

1. The Principle of Specialisation
2. The Principle of Departmentalisation
3. The Span of Control Principle
4. The Unit of Command Principle

1.8.1 SPECIALISATION

Modern organisations are built on the concept of specialisation;moreand better work is performed at a less cost when it is done by specialists than it is done by employees who shift from one job to another job and who continually improvise. Training and Experience improve the quality and quantity of the work. Specialisation is the concentration on a narrow or particular task of work in an organisation.

1.8.2 DEPARTMENTALISATION

Management will probably find that it can group jobs into classes of each, demanding a certain combination of skills for good performance. The departments gazetted in secondary schools are;

1. Business Studies Department (Commercial Subjects)
2. Mathematic Department (Mathematics and ICT)
3. Expressive Arts Department (Music, Art and Physical Education)
4. Languages Department (Literature and Languages)
5. Social Sciences Department ( Geography, Civic, RE, History)
6. Natural Sciences Department (Sciences and Agriculture)
7. Practical Subjects Department ( Design and Technology and Home Economics)

1.8.3 SPAN OF CONTROL

The Span of Control addresses the question of how many subordinates should report to a particular supervisor. Generally a supervisor’s span of control should be small because an individual can work effectively with only a limited number of people at one time. The span of control depends on factors such as;

1. The Competence of the Supervisor.
2. The Competence of the Subordinates.
3. The similarity of functions to be performed.
4. The Physical Location of people.

1.8.4 UNIT OF COMMAND

This embraces a series of superior and subordinate relationship; it states that no person should be under direct control of more than one supervisor in performing job tasks. Hence employees should receive decision making power from and report to only one supervisor. An unbroken chain of command should exist from top to bottom.

Otherwise this can cause;

1. Frustration.
2. Confusion.

1.9 OFFICE ORGANISATION STRUCTURE AND HUMAN RESOURCES

The office organisation chart shows the hierarchy of who should report to whom in an organisation. The Manager is in charge of each department, assisted by senior officers, and clerks.

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| THE HUMAN RESOUIRCES DEPARTMENT  (**Manpower Psychological Services Department**)  Human Resources Director  Assistant Director  Human Resources Manager  Chief Human Resources Officer  Senior Human Resources Officer  Human Resources Officer  Clerk |

1.10THE ORGANIZATION - COMPANY STRUCTURE

An organisation chart is a plan that shows the structure of an organisation and it groups activities into departments and sections, this diagram shows how a business is organised and the relationship between the personnel or departments. The organisation chart depends on the nature of the business.

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| Board of Directors  Managing Director  General Manager  Human Accounts Purchasing Sales Advertising Maintenance Production Stores Transport IT  Dept. Dept. Dept. Dept. Dept. Dept. Dept. Dept. Dept. |

1.11HUMAN RESOURCE

The staff in an office can include the Receptionist, Secretaries, Telephonists, Typists, Filling Clerks, Accountants and Office Managers.

**SUMMARY**

Offices are found in every business organisation performing their various functions, regardless of the physical structure, all organisations need to have an office whether it provides a service, distribution or manufacturing were different clerical duties are going to be performed.

**REVISION QUESTIONS**

1. An Organization Chart is a diagram that shows how a business is organised. Draw an organization Chart.

2. Define the term office?

3. Give three advantages of open plan offices

4. List down any two disadvantages of open plan offices.

5. The Head teacher’s office is one example of a closed plan office mention three advantages and two disadvantages of a closed plan office.

6. Write the other name for each of the following Departments. MAINTANANCE DEPARTMENT TRANSPORT DEPARTMENT PERSONNEL DEPARTMENT FINANCE DEPARTMENT MARKETING DEPARTMENT ADMINISTRATION DEPARTMENT

7. Who is the Manager in charge of each of these Departments?

MAINTANANCE DEPARTMENT

TRANSPORT DEPARTMENT

PERSONNEL DEPARTMENT

FINANCE DEPARTMENT

MARKETING DEPARTMENT

ADMINISTRATION DEPARTMENT

**UNIT 2**

**SAFETY AND SECURITY**

**INTRODUCTION**

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| **OBJECTIVES**  When you have mastered the information provided in this unit you should be able to:   1. Explain the general duties on employees and employers under the HASAW. 2. Explain the purpose and conditions to be fulfilled by the employer and employee. 3. Be aware of security issues. |

**SUBTOPICS**

Explanation of the Shops, Offices and Railway Act 1963

Health and Safety Act 1974 purpose and conditions to be fulfilled by the employer and employee

Security of Property and Information

Equipment and Facilities used Medium of Information

* 1. **INTRODUCTION**

Safety is free from danger while security is protection against an attack or failure. The role played by Government in facilitating business activities to evolve and develop strategies that give them the best profits is through legislation by creating an enabling legal framework and control measures such astheShops, Office and Railways Act, Health and Safety Regulation etc. An important part of security is protecting systems and the people affected from the consequences.

**2.1 EXPLANATION OF THE SHOPS, OFFICE AND RAILWAYS ACT 1963**

An employer has the responsibility for the safety of his employees whilst at work. This responsibility includes common law and statutory duties, if an employee suffers injury at a workplace he may be entitled to a claim of compensation from his employer.

**2.2 HEALTH AND SAFETY AT WORK ACT 1974 (HSAW)**

THE PURPOSE AND CONDITIONS TO BE FULFILLED BY THE EMPLOYER AND EMPLOYEE

In order to claim for damages under the statutory laws for an employer’s breach of a statutory duty the employer must prove;

2.2.1 That the employer failed to comply with the statutory duty. 2.2.2 That the employee was injured as a result of the breach. 2.2.3 That the injury was of a class and that the duty was designed to prevent.

**2.3 SECURITY OF PROPERTYAND INFORMATION**

Normally security measures serve to protect our privacy and other individual rights the number of possible causes of loss of security can be divided into two very basic types;

1. Accidental Risks and
2. Deliberate Risks

The main issues that confront in relation to securing information are the following;

1. Confidentiality.
2. Integrity
3. Availability
4. Authenticity
5. Non-Reputability

The administrative control to restrict access to informationthat denies unauthorised persons is;

1. Identification codes
2. Password
3. Smart Card.
4. Data encryption
5. Physical controls
6. Firewalls
7. Biometrics

**2.4 EQUIPMENT AND FACILITIES USED**

Computer thieves, Hackers, Software Pirates, Computer Snoopers, steal from clients and organisations;

Goods Money Information Software and other services.

Some cybercriminals’ use;

Computers Modems Trojan horses Software Bugs Viruses Worms Wire TapsHardware failuresLogic Bombs

These above risks make computer security very important and challenging to the organisation.

**2.5 MEDIUM OF INFORMATION**

The principle general controls for computerised systems are in the System, Software, Hardware, Operations, Data and Procedures.

1. System Implementation Control;

These they ensure that the entire systems development process is properly managed.

1. Software Controls;

Prevent unauthorised changes to computer programs and ensure reliability of system software.

1. Physical Hardware Controls;

Ensure processing in the event of hardware malfunction or breakdown.

1. Computer Operation Control;

Monitor computer operations and check for errors.

1. Data Security Controls;

Prevent unauthorised changes or access to data.

1. Administrative Disciplines, Standards and Procedures;

Mechanisms for ensuring all other controls are enforced and monitored by Management.

**SUMMARY**

Research findings have shown that computer crimes are committed by young bright computer wizards called hackers. Computer systems are not just threatened by people they are also threatened by software bugs and hardware glitches. In today’s fast moving world absolute security simply is not possible.

**REVISION QUESTIONS**

1. What are the General duties under the health and safety at work act of 1974?

2. Briefly describe these security control measures

1. File back up.
2. Transaction logging.
3. Access Restriction.
4. User password.
5. Check Digit validation.

**RECEPTION**

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| **OBJECTIVES**  When you have mastered the information provided in this unit you should be able to:   1. Explain the duties of as reception office. 2. State the other names for reception. 3. Identify the various types of callers. |

**SUB TOPICS**

**UNIT 3**

Definition of Reception Identification of the Location of Reception Office Duties of a Receptionist Qualities of a Receptionist Identification and explanation of the types of Callers

* 1. **INTRODUCTION**

The public image of an organisation must be created at the reception; a reception is the front office usually at the entrance.

* 1. DEFINITION OF RECEPTION

A reception is the central place in an organisation where people are received; this is the most important place because it gives the first impression about the organisation.

3.2 IDENTIFICATION OF THE LOCATION OF THE RECEPTION OFFICE

The front office of any organisation should clearly be indicated where visitors to the organisation should report with a sign saying;

***RECEPTION,FRONT OFFICE OR ENQUIRIES***

* 1. DUTIES OF A RECEPTIONIST

The duties of the receptionist are to receive callers and record all names of visitors in the callers register so as to keep track of all outside people who enters the premises and when they leave, this helps to trace people.

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| TOMMY PROPERTIES LIMITED  **CALLERS REGISTER**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **DATE** | **CALLERS NANE** | **FIRM** | **REFERED TO AND DEPARTMENT** | **TIME OF ARRIVAL** | **TIME OF DEPARTURE** | |  |  |  |  |  |  | |  |  |  |  |  |  | |  |  |  |  |  |  | |  |  |  |  |  |  | |  |  |  |  |  |  | |

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* 1. QUALITIES OF A RECEPTIONIST

1. Be Polite to Callers.
2. Have a Pleasant Voice.
3. Have thorough Organisations’ Knowledge.
4. Must be Assertive and act Tactful.
5. Know the Official Language.
   1. IDENTIFICATION AND EXPLANATION OF THE TYPES OF CALLERS
6. Important Callers;

These are Business Partners, Clientele, Staff, Debtors, Creditors and Customers.

1. Complainers;

These are those visitors who come to lodge in their complaints.

1. Casual Callers;

These include those people who just passer-by or once off canvassers for instance job seekers or salesmen looking for orders.

1. Service Callers;

These come to do some services such as Cleaning and Maintenance.

1. Regular Callers;

These regularly visit the company and there particulars are known.

**SUMMARY**

Various kinds of callers visit the company with various businesses some once, others with complaints with or without an appointment. The receptionists usually ladies must have those qualities to handle callers effectively.

**REVISION QUESTIONS**

1. List and describe different types of callers.
2. Every business receives visitors; explain in detail the functions of the reception.
3. Discuss the qualities of the receptionist to be employed in your organisation.
4. What do we call the person who visits the company?

a call

a caller

a visitor

a friend

1. Callers who are not regular to the company are supposed to come with their……,

Friend

Visiting card

Friends and relatives

UNIT 4

**BUSINESS ETIQUETTE**

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| **OBJECTIVES**  When you have mastered the information provided in this unit you should be able to:   1. Explain the meaning of etiquette. 2. Observe Punctuality 3. Work with efficiency 4. Dress appropriate 5. Demonstrate acceptable attitude towards work. |

**SUB TOPICS**

Definition of ‘Etiquette’ Examples of Personal Attributes Examples of Business Attributes

**4.0 INTRODUCTION**

In your day today living we interact with other people of different colours, religion profession and age and as such we are expected to behave and conduct ourselves in a socially acceptable manner. Leadership in business determine how to behave under a code of ethics.

4.1 DEFINITION OF ETIQUETTE

These are acceptable code of professional conduct of behaviours in an office, the way to conduct yourself respectfully and courteously in the office or workplace.Etiquette is the proper way in which an office worker should behave in an office, these are good manners which are socially acceptable way of doing things in a business environment, poor office etiquettes makes the work place uncomfortable and unproductive, while good manners make good business sense, they include principles like;

1. Personal appearance neat appearance and good grooming be neat and presentable to give a positive image of the organisation, some offices have a dress code.
2. Be punctual and regular to attend to matters.
3. Be honest and loyal to the employer.
4. Well-disciplined reliable and courteous while dealing with fellow staff and even clients.
5. Be tactful and use diplomacy in dealing with clients.
6. Have an initiative and common sense.
7. Behave in a polite and respectable way to fellow office employees and visitors.
8. Give due respect to the employer and senior members.
   1. EXAMPLES OF PERSONAL ATTRIBUTES

Ethics of an employee are the moral principles relating to the job that one will be bound by.

4.1. Courtesy 4.2.Punctuality 4.3. Reliability 4.4.Responsibility 4.5. Appearance 4.6. Confidentiality 4.7. Honesty 4.8. Loyalty 4.9.Cooperation 4.10. Flexibility 4.11. Multi Skilling: Be three in one. 4.12. Bribery 4.13. Self Motivation:Working under minimum supervision.

4.3 EXAMPLES OF BUSINESS ATTRIBUTES

**SUMMARY**

Business or office etiquette is the proper way in which to behave at an office based on some basic principles, the behaviour of workers in an office creates an impression of what the business is like to others.

**REVISION QUESTIONS**

1. Late coming is not a one of the acceptable office etiquette expected from a worker. TRUE/FALSE
2. Yamikani received a Labour Day award for being the most obedient and faithful employee. Which office etiquette best describe him?
3. The acceptable behaviour in an office that demands tha t workers should work with minimum supervision and should have proper knowledge of the work they do is?

UNIT 5

**THE SOURCES OF INFORMATION**

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| **OBJECTIVES**  When you have mastered the information provided in this unit you should be able to:   1. Identify reference books 2. Locate reference books 3. Use reference books 4. Handle reference |

**SUB TOPICS**

Identification and explanation of the uses of the listed reference books The General Sources of Information

* 1. **INTRODUCTION**

Where the answer is difficult to find the reference books are there to assist you find them. These reference books include very important information about a particular subject matter.

* 1. **REFERENCE BOOKS**

Air Tame Table

Atlas

Dictionary

Encyclopaedia

Gazette

Hanzard

International Travel Guide

Ready-reckoner

Statistical Year Book

Telephone Directory

Telex Directories

The Post Office Guide

Whitakers Almanac

Who is Who

* + 1. AIR TAME TABLE

This is a book for the source information about dates and actual time when aeroplanes take off and arrive at the airport.

* + 1. ATLAS

This is a book for the source of information about maps and where to locate places.

* + 1. DICTIONARY

This is a book for the source of information about the correct meaning, spelling and pronunciation of words.

* + 1. ENCYCLOPAEDIA

This is a book of the source of information about the many subjects.

* + 1. GAZETTE

This is a book of the source of information about the happenings and the appointments of government officials

* + 1. HANZARD

This is a book of the source of information about the Parliament.

* + 1. INTERNATIONAL TRAVEL GUIDE

This is a book of the source of information about overseas travel.

* + 1. READY-RECKONER

This is a book of the source of information about figures.

* + 1. STATISTICAL YEAR BOOK

This is a book of the source of information about the number of children dying per square kilometre in a year i.e. infant mortality and other statistics.

* + 1. TELEPHONE DIRECTORY

This is a book of the source of information about the contact telephone numbers of subscribers.

* + 1. TELEX DIRECTORIES

This is a book of the source of information about the contact telex numbers of subscribers.

* + 1. THE POST OFFICE GUIDE

This is a book of the source of information about the postal regulation for both local and international mail.

* + 1. WHITAKERS ALMANAC

This is a book of the source of information about all the important events in the country are recorded, their dates and when they took place. It also includes statistical information regarding population, housing, divorce rate, crime etc of each country renewed annually in the month of December.

* + 1. WHO IS WHO

This is a book of the source of information about the listing of names of important famous people. The names of men and women together with their life historiese.g. Heroes, Heroines and Dukes.

* 1. THE GENERAL SOURCES OF INFORMATION

The sources of information helps to easy the memory and avoids information overload, these reference books keep a lot of information such as addresses, contact numbers, statistics, explanations, history, schedules and timings.

**SUMMARY**

Reference books contain accurate information that is too much to memorise, you do not need to know everything but you need to know the correct reference book.

**REVISION EXERCISE**

1. Which book of source of information would you use to…..,
2. Find the source of the Zambezi River?
3. Find where the continent of Africa is?
4. Know number of people who divorced in Zambia?
5. Check the telex number for TAZARA?
6. Find the departure flight to Mfuwe?
7. Find out the names of HOD Business confirmed in 2009
8. The cost of postage to send an air letter to Kalulushi.
9. The telephone number for Mr Katunduli Gideon of Lumezi.
10. Find the pronunciation of a word.
11. Find the infant mortality.

UNIT 6

**MAIL HANDLING**

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| **OBJECTIVES**  When you have mastered the information provided in this unit you should be able to:   1. Identify Post OfficeServices 2. Handle Incoming and Outgoing Mail. 3. Deal with electronic mail |

**SUB TOPICS**

Procedure - Dealing with incoming and outgoing Mail Identification and explanation of Equipment and Record Books Electronic Mail (e-mail)

**6.0 INTRODUCTION**

The business term ‘mail’ simply means a letter. Big companies employ a Mail Runner or Post Clerk who works in a separate office that deals with letters only and his office is called the mailroom.

* 1. **PROCEDUR**E - Dealing with Incoming Mail

OPENING

Mails are opened using a letter opener referred to as paper knife. After opening the envelopes should not be thrown away immediately, in case you throw them together with enclosures.

PERSONAL MAIL

These are mails that must not be opened in the mailroom but simply delivered to the said officer because they are marked ***Personal*** or ***Confidential*** or simply ***Attention.***

CONTENTS

Care should be taken when opening letters to avoid damaging their enclosure’s such as credentials.

ENCLOSURES

Some letters are posted together with enclosures such as Postal Orders, Cheques, Certificates or even Cash.

RETURN ADDRESS

The postmark will always show the place where the letter came from-origin, in case the sender fails to give a possible address the postmark can be used to trace the origin.

* 1. **PROCEDURE** – Dealing with Outgoing Mail.

SORTING

When mail is received priority is given to sort out urgent mails.

CLASSIFICATION

Mail is classified into;

1. Local (Within Town and those outside the town but within the Country)
2. Foreign or International (Sorted according to Continents)
3. Airmail, Express mail Registered or Surface mail
4. Electronic letter.

STAMPING Mails should be stamped before they are dispatched to their various destinations.

WEIGHING Letters and parcels should be weighed to determine the cost of postage stamped to fix.

FRANKING A franking machine is used by big companies to print postal impressions instead of affixing stamps.

* 1. **IDENTIFICATION AND EXPLANATION OF EQUIPMENT AND RECORD BOOKS**

The following are equipment used in the mailroom.

1. Scale
2. Franking Machine
3. Letter Opener
4. Pigeon Hole.

The record books used in the mailroom are;

1. Remittances Book.
2. Postage Book.
3. Inward Correspondences Book.
4. Routing or Circulating Slip.
   1. ELECTRONIC MAIL e-mail.

It is service that has many facilities such as the internet and allows the use of computers via telephone circuit or a satellite link to dial up and connect, it is very quick. The subscriber has an email address and uses secret password to maintain information. Businesses can use it to rapidly exchange printed communication using telecommunication links. Its greatest advantage over the post and fax is that it is faster and more flexible and the message can be as short or as long as you like. You can send Files, Spread sheets, Graphics, Database, and even Audio and Video files via E-mail.

**SUMMARY**

Mail is very important to every organisation because it makes them to get in touch and opens a platform with its workers, branches, existing and potential clients. The post office brings about all incoming and outgoing correspondence. Promptly dealing with mail is pivotal to role efficiency and effectiveness.

**REVISION QUESTIONS**

Draw the following books used in the mailroom.

1. Remittances Book.

2. Postage Book.

3. Inward Correspondences Book.

4. Routing or Circulating Slip.

**POSTAL AND TELECOMMUNICATION SERVICES**

UNIT 7

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| **OBJECTIVES**  When you have mastered the information provided in this unit you should be able to:   1. Explain the meaning of Postal and Telecommunication Services. 2. Distinguish between the Postal and Telecommunication Services. 3. Explain the importance of using Postal and Telecommunication Services. 4. Discriminate and differentiate telephone tones. 5. Operate a telephone. |

**SUBTOPICS**

Telecommunication Other Telecommunication services Postal Services The Postal Agency Entering Remittances Pre-Paid Postal Services Certificate of Posting Stamps and Post Office Stationery

7.1 TELECOMMUNICATION

Technology can be used in various ways to communicate with people or organisations. Zamtel is a company that provides Telecommunication services in Zambia. Airtel and MTN also provide mobile phone telecommunication services. ZESCO, Vodafone, CopperNet. Iconect, Zamnet are also involved in internet service provision (ISP). These services provide means of communication between two distant parties. It includes the use of telephone, telegrams, radio, facsimile, computers, etc. The prefix “***tele***” means long distance. The following are some of telecommunication services and devices used in communication.

**OTHER TELECOMMUNICATION SERVICES**

7.1.1 TELEPHONE

A telephone is an electronic device used to send oral or voice messages between two distant places. The telephone services are the quickest method of sending oral messages and provide an immediate feedback. It is therefore, the best method used by business people.People engaged in commerce with a speedy means of contacting other businesses over any distance either within the country or abroad. It can be used in a number of circumstances e.g. when a customer wishes to urgently inform his or her suppliers or when a person wants an immediate response to a query suggestion, complaints. Telephones enable a discussion or conversation to be held to clear a problem or seek advice or orders between the suppliers and their customer.

**Types of telephones:**

There arebasically two types of telephones lines, viz:

1. Land Telephone. 2. Mobile Telephone.

7.1.1 LAND PHONE

These phones use wires for transmission. They are rented from Zamtel and are fixed in homes and offices. The units used are measured at the telephone exchange and is done periodically, and the bills are distributed to each telephone subscriber. A telephone subscriber is anyone who rents a telephone. People are connected telephonically using telephone wire or cables mounted wire or cables mounted on a telephone pole. Land telephones are also using satellite stations dotted across the country.

7.1.2 MOBILE PHONES

These phones are wireless, use cellular network and can be carried with you where ever you go. They are now commonly used worldwide. They are also referred to as ***cell phones***. These hand held devices are completely portable and are carried in the pockets and hand bags. These phones are not billed monthly but work as a prepaid system. They use SIM Card (Subscriber Identification Module) which is allocated to a cell phone number. Mobile phones are also used to send SMS, Videos, Voice and Photographs. Cellular phone is an improved form of ordinary telephone. It can be used anywhere if network is there and at any time and provides immediate contact. It also keeps messages for future reference; voice message and sometimes has internet facilities e.g. access to internet banking services

**7.2TYPES OF TELEPHONE CALLS**

7.2.1 LOCAL CALL

This is a call made within the same telephone exchange or that which is sent or received inthe radius of 16km or within a Town; it is a call to anothernumber with the same area code.

7.2.2 TRUNK CALL

This is a **Long Distance Call** sent or received outside the radius of 16km or from one town to another. A trunk call passes through the telephone operator, to another area code.

7.2.3 TIME CALL

This call is sent in order to know the correct time upon dialling a given number in the telephone directory

7.2.4 WEATHER CALL

This call is specifically made to know the prevailing weather conditions at a given time by simply dialling a given number shown in the telephone directory.

7.2.5 FIXED CALL

This is sent after arranging with the post office telephone operator for a fixed time when a call will be sent, this fixed time call is sometimes referred to as ***alarm call***, and the phone will ring at that exact time.

7.2.6INTERNATIONAL CALL

This is a call from one country to another country or a call sent between countries.

7.2.7 ADVICE AND DURATION CHARGE CALL (ADC)

This call is sent to find out the specific duration and cost of telephone call. Calls of this kind are arranged through the telephone operator to give the advice of duration and charge.

* + 1. ALARM CALL

A call sent to alert and wake up someone about an important event and when it starts. This is referred to as ***fixed time call*** and it is for example made by travellers who may wish to be alerted at a specific time when they have to start their journey or go to the airport time.

7.2.9 REVERSE CALL

This is a Reverse or Transferred Charge Call, sometimes referred to as ***collect call*** where the fees are paid by the receiver of the call and not the sender. Usually an arrangement is made between the receiver and the Zamtel telephone operator to acknowledge payment.

7.2.10 PRIVATE CALL

When you want to make a call for personal social things it is a private call or ***personal call.***This is a call meant for personal issues and not for business.

7.2.11 BUSINESS CALL

This call is purely a business and official call. It is issued for the purpose of making business transactions for the organisation.

**7.3.TELEPHONE TONES**

7.3.1 RINGING TONE:

This is a ***double beat sound*** telling you that the number is ready for dialling

7.3.2ENGAGED TONE:

This is a ***repeated high pitchedsound*** telling you that the line being called is engaged or is in use. The number you have called is talking to someone else at this time.

7.3.3 NUMBER UNOBTAINABLE TONE:

This is a ***single high tone sound*** reminding you that the number being called is out of use. This is a pre-recorded sound which tells you that you should try the other numbers.

**7.4 TELEPHONE EXCHANGE SERVICES**

ISDInternational Subscriber Dialling STD Subscriber Trunk Dialling ADCAdvice Duration Charge Telephone Credit Card

**7.5.HOW TO USE A TELEPHONE**

You have used a telephone before. When using a telephone at work, there are rules which should be followed and the emphasis is on both courtesy and brevity.

**Telephone Etiquette**(Rules to be observed for Receiving Calls)

Answer the telephone promptly. Greet the other person on the line warmly.Always announce the number of your phone or simply announce your organisation name when answering the phone. Listen carefully to the callers question and make sure you understand the request. Always be polite to the caller when you answer the phone, even if the caller seems angry, rude or unreasonable.Transfer the call to the correct person in the organisation. Do not keep the caller on hold for a long time. Never use slang, even if the caller does.Remember to take down a message on a message pad, if the person who the call was intended for, is not readily available.

**Telephone Etiquette** (Rules to be observed for Making Calls)

Know the correct telephone number of the company you wish to call. Ensure that the correct area code is used. Identify yourself once your call has been answered. Know what you are going to say before you make a call.

**7.6MESSAGE PAD**

The Telephone Message Pad it is on this pad the Telephonists collect an incoming telephone conversation record. The message pad is used by the Receptionist or the Switch Board Operator. It will help her/him not to forget important messages, as she/he can write the relevant detail down and will not have to remember it all. She/he will give the relevant message to the intended person when that person returns back to the office.

|  |  |
| --- | --- |
| |  | | --- | | **TELEPHONE MESSAGE PAD**  For:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Caller information**  NAME Mr/Mrs/Dr :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  COMPANY: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  PHONE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   * Called you * Returned your call * Left a message * Sent an email * Please call back * Will call back * Needs to see you * Sent a fax   MESSAGE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time: \_\_\_\_\_\_\_\_\_\_\_\_  Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |

TheTelephone Message Pad should indicate the following vital information;

Name and address of a caller Date of this callTime of this call The Telephone number Name and Signature of the receiverBrief Message

**OTHER TELECOMMUNICATION SERVICES**

7.7. TELEX

A machine that combines a typewriter and a telephone to receive and send messages Telex, It is called a Tele-Printer, which is a combination of a Typewriter and a Telephone for sending written messages.Tele printer has a telex number, which is used to connect one telepointer with another to a telex line. The main advantage of this system is that messages can be received at any time of the day or night 24/7.

7.8 CONFRAVISION / VIDEO CONFERENCING

It is a communication service that links a group of people in distance studio location by sound and vision, also called video conferencing. The service that enables people in different distant localities to communicate through the provision of studios which makes people discuss face to face through in different places, yet able to see each other through camera, screen. It is the cheaper way of holding meetings by multinational firms, as it eliminates costs of travelling abroad for the meeting.

7.9 TELEGRAM

This is the method used to send very short message sent from the post office. The cost is calculated per word used. The recipient receives the printed message from nearest post office. It is a service that provides business people with speedy means of sending urgent written messages to most parts of the country or the world. The message is telephone or faxed to the post office nearest to the addressee and then delivered by hand. The charge for the telegram is calculated per word. Therefore unnecessary punctuations marks and statements should be left out in the message.

7.10 RADIO MESSAGES

A small device that connects to a central server used by emergency services to contact each other without using telephones or mobile phones e.g. Fire Brigade, Doctors, Researchers, Police, and Army. Radiophones-***walkie talkies***. This service provides mobile telephones, which can be hand-held, installed in a Car, Helicopter or on Trains and express Coaches.

7.11 FACSIMILE

Fax is used to send Photos, Drawn Plans, Handwritten or Typed messages using the telephone network system sent from one fax machine to another. Both must be switched on to send and receive. Fax (Facsimile) this service enables a business to send exact copies of a document to distant places using telephone lines. The document is reproduced (in fact, photocopied) immediately at the receiving end. The ***fax machine*** is plugged into the telephone network and the bills are added to the user’s telephone bills. Fax is used for sending urgent documents as quickly as a telephone call. It is much faster than letters. The main advantage is that documents can be received 24hours a day even when it is after working hours for as long as the machine is left on.

7.12 INTERNET

The internet is an international and Network and networks that are a collection of private and public networks, an internet works on the principle of protocols. Internet is a global network of computers, which gives millions of users throughout the world access to the most dynamic form of communication and information. It is essentially one network, which is the sum of thousands of individual private and public networks interconnected by satellite, and cable systems. It allows people to communicate, in act to “talk” to other people, to shop for goods and services, for education and entertainment. The most common users are E-Mail, the worldwide web WWW and news groups worldwide to exchange online information.

7.13 ELECTRONIC MAIL (e-mail)

It is service that has many facilities such as the internet and allows the use of computers via telephone circuit/satellite link/dial up. It is very quick.The subscriber has an email address and uses secret password to maintain information. Businesses can use it to rapidly exchange printed communication using telecommunication links. Its greatest advantage over the post and fax is that it is faster and more flexible and the message can be as short or as long as you like. You can send Files, Spreadsheets, Graphics, Database, and even Audio and Video files via E-mail. The other advantages of e-mail is that you only need to make a phone call to send the message anywhere in the world.

7.14 RADIO PAGING – Pager.

This service allows a user to send a telephone number or message to another user. It provides a bleeper, which warns people of the message, either, that they are required, for example, to return to base or to their phone. Messages of up to 2200 characters can be sent. It is commonly used in shops, factories, offices and hospitals.

7.15 THE SWITCH BOARD

The switchboard is an electronic telephone exchange device that contains switches for connecting, transferring and disconnecting telephone calls. It is operated by a person called the Switchboard Operator; usually the disabled who are visually impaired are employed to work in the telephone room on the switchboard as telephone operators. The switchboard operator will deal with local calls and trunk calls. The following are the types of telephone switchboard exchanges.

PBX Private Branch Exchange PMBXPrivate Manual Branch Exchange  
PABX Private Automatic Branch Exchange PEBX Private Electronic Branch Exchange

7.16 TELEPHONE EQUIPMENT

Telephone Answering MachineBells and BuzzersView DataCoin Box Phone – Pay Phone

**7.17 POSTAL SERVICES**

These are services offered by the post office to the general, The Post Offices and other postal companies e.g. FedEx, Post.Net, DHL, Zampost provides postal services such as transporting mail such as letters, parcels, documents and post cards from one point to another locally and internationally. Some of the services at the post office are mentioned below;

7.17.1MAIL

This word Mail refers to Letters and Parcels.Postal companies provide different types of mail delivery services, such as;

1. Express Mail Service EMS: method used for sending urgent mail.
2. Ordinary mail
3. Parcels
4. Data Post
5. Railex
6. Registered Mail
7. Air Mail
8. Business Reply Service

Supplier can receive mail from customers without the customer pay for postage.

1. Poste Restante

People with no fixed address can receive mail.

1. Courier Services
2. Circulars

Identical mail is sent to a large group of people.

1. Printed Matter
2. Postal Orders
3. Money Orders
4. Money Transfer
5. Cash on Delivery

The customer must pay for mail before the post office will release it.

1. Post Office box (P.O. Box)

Mail must be collected from a specific place using a key.

1. Private bag (P/b)
2. Freepost :
3. Franking Machines

A postal impression is printed on the mail before it is posted.

**7.17.2 Express Mail Service***EMS*

This is a Courier Service used to deliver or sending urgent mail urgently or the same day by means of rail or by road. It is more expensive than surface mail. Mail is delivered door to door. Domestic is mailed before 10 Am the following day, within 24 along the line of rail, 48 hours within the same town, 72 hours in outlying areas and within five working days internationally.

7.17.3 Ordinary Mail

This is also known as to as surface mail. This is mail that is not urgent in nature and is delivered by road, rail or sea.

7.17.4 Parcels

A parcel must be securely wrapped, packaged and sealed, before being sent in any size, or shape. All parcels that need to be posted have to be weighed before weighed. The weight will determine the cost of posting it. Parcels that are sent through the post office are those that weigh up to a certain stipulated weight.

7.17.5 Data Post

This is the sending of documents through the post. A parcel can be of documents or goods to be delivered. The stipulated time frame for parcel delivery under Data post service varies, i.e. within 24 hours, 48 hours, 72 hours, etc this is most used by institutions like banks to send special tapes to the main bank, online transmission of data has now taken over this service. Money-back guarantee is made due to a consequential loss to the sender arising out of some failure in the Data post service, and is over and above the actual value of the articles lost, damaged or delayed. For example, manufactured goods such as a Dining Glass table delayed or damaged in the post, this could result in the consequential loss of sales and profits.

7.17.6Railex

This mail is delivered only by means of a train; these can be letters or parcels. Collection is at the Rails Station in the Goods Shed, this service is mainly used when the mails is a bulk consignment parcel and not urgently needed. It is also very cheap.

7.17.7 Registered Mail**(RecordedMail)**

This is special mail that contains money or important documents. This mail has to be registered or recorded at the post office before it can be sent. This is done to ensure that the sender can trace the mail and hence, a ***certificate of posting*** is issued to the sender as a proof that the goods or letters have been sent. The certificate will be necessary to claim compensation in case or should the money get lost.

7.17.8. Air Mail **(air letters**)

This is mail that is delivered by air which is much faster and quicker than surface mail. Thus, it is usually used for priority mail that is very urgent.

**7.17.9 Poste Restante**

Post Restante means ***to be called for***or “post waiting”. This service is given to those people or travellers who do not have a proper postal address or with no fixed address where correspondence and parcels can reach them. Normally, their parcels and mail are collected from a nearby post office. This is a service for urgent parcel delivery that guarantees express deliveries to be made within a stipulated time frame, with money-back guarantees in the event of late delivery.

**7.17.10 Money Transfer**

A person can receive money through the posts money transfer service of either by Money Order, Money Gram, Postal Order or Swift Cash. These are both methods of payments; provided as service by a post office. These are services used when through the post office.

**7.17.11Postal Orders**

Theseare best used in mail order businesses and are a convenient method of remitting small amounts of money. Postal orders are sent like ordinary mail but the name of the payee/person receiving the money is written on them.

**7.17.12 Money Orders**

These are more secured than postal orders. These money orders can be sent when the money need to reach the receiver urgent.

**7.17.13 Telegraphic Money Order**

This is more urgent than a normal money and postal order. Therefore, telegraphic money orders are more expensive than the money and postal orders, example Swift Cash, Money Gram.

**7.17.14 Electronic Letter**

There is a value added service by Zampost were a letter is enclosed in a special envelope with a bar code that is traced throughout its journey till it is received by the owner.

**7.18 CASH ON DELIVERY** (COD)

This is a service rendered by the post office to enable a business/ person to make transactions through the post office. The buyers can collect their goods from the post office and sellers of these goods will collect their money from there too. This is known as a “mail order business”. When the goods have arrived at the post office, they will let the receiver know that their order has arrived and they will be asked to pay cash for it. Then this cash will be paid over to the company providing the goods.

**7.19. POST BOXES AND PRIVATE BAGS**

POST BOX:These are services provided by the post office which enable a person or organization to rent a private box or private bag at a post office for the reception of postal packets and mail.

PRIVATE BAG: The box bag must be taken for a definite address in the post district in which the service is required, hence letters and parcels addresses to the renter must include the private box or private bag number.

**7.20. COURIER SERVICE**

This is another postal here in Zambia it is offered or provided by the Zampost, The Post Newspapers. However, other companies, organizations that provide courier services internationally are FedEx, Dash Courier, DHL, Mercury Couriers, Express logistics, Skynet, Post.netetc. This service is provided to deliver mail and parcels door to door country wide and worldwide. The courier company will make use of motor vehicles, motor cycles and aeroplanes to deliver parcels to its customers; this depends on the size and urgency of the parcels delivered. Due to door to door delivery of mail or parcels, customers need to give the courier the full physical address of where the parcel must be delivered to ensure correct delivery.

**7.21THE POSTAL AGENCY**

An agent is a person who works on behalf of another person, the postal agent provides postal services on behaves of the Zambia Postal Services such as selling stamps and courier services.

**7.22 ENTERING REMITTANCES**

Remittance is money sent through the post, this money is recorded in the book known as the remittance book.

**The Remittance Book**

A remittance book is a book in which money received through the post office is recorded.

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| **REMMITANCE BOOK**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **DATE** | **REMITTERS NAME** | **METHOD**  **OF PAYMENT** | **REFERENCE** | **AMOUNT**  **ZMK** | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |

**7.23 PRE PAID POSTAL SERVICES**

7.23.1 FREE POST

This is a service also that allows organizations to receive mail from clients without them paying for postage. However, a silence is obtained from the post office and a free post address is located after paying a fee amounting to the likely number of letters or parcels to be received by the organization. A new payment is paid or made after this amount is exhausted. For example, free post may be used by an advertising company, which may send out invitation letters to customers with a reply envelope included. Hence when customers reply, they will use this free post envelope provided by the advertising company and no postage is needed when they post number, because postage has already been paid by the advertising company

7.23.2 BUSINESS REPLY SERVICE

This is a postal service that enables a firm to receive cards or letters from their customers without prepayment of postage. This means that, under this service a company that wishes to obtain a reply from a client without putting them to the expense of paying postage may enclose an unstamped/ unused reply Card/lettercard/ envelope of a special design coupon.

7.23.3 FRANKING

A franking machine makes or prints postal impressions on envelopes, letter cards and parcels. All types of mail can be franked including ordinary mail, registered mail, parcels etc. Franking machines are leased, rented or purchased from the manufacturers but before they can be used the license must be obtained from the post office. Every time the machine prints the amount of postage used is recorded on the machines’ meter and an imprint made shows the date, postal district and value.

7.23.4 CERTIFICATE OF POSTING

This is issued by the post office as a proof of posting an item.

**7.24. STAMPS AND POST OFFICE STATIONERY**

A stamp is a small piece of paper with a design on it that you buy and stick on an envelope or parcel before you post it. Some people take up stamp collection***Philately***as a hobby and keep a lot of history in their stamp albums.The cost of sending mail is the value of the correct stamps which are placed on the top right corner of the envelope. The value of stamps is based on the weight and on size of the letter or parcel and the distance to its destination.The book in which all outgoing postage is recorded is called the postage book. The balance at theend is a comparison of how much has been spent on postage and what is the amount of postage stamps are left at the end of the period.

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| **POSTAGE BOOK**   |  |  |  |  | | --- | --- | --- | --- | | **DATE** | **DETAILS** | **DEBIT** | **CREDIT** | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |

**SUMMARY**

The post office now offers many services ranging from letter post, parcel post, courier services, and money transfers to motor vehicle insurance.

**REVISION QUESTIONS**

1. State main purpose of postal and telecommunication services to a business.

2. Explain the importance of an efficient means of communication to an organization (firm) or Trader or business?

3. Describe how the following postal and telecommunication services assist business.

Poste Restante

Railex

Electronic Letter

Electronic Mail

4. Name and explain two ways in which information technology has improved business communication

5. Why might an employee use the telephone to set up the meeting?

6. What are the benefits of video conferencing?

7. Why is rapid and accurate transmission of commercial information important?

**FILING**

UNIT 8

**INTRODUCTION**

|  |
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| **OBJECTIVES**  When you have mastered the information provided in this unit you should be able to:   1. Explain the meaning of filing and indexing. 2. Identify the different types of filing. 3. Describe the different types of filing. 4. Explain the use of filing and indexing equipment. 5. Maintain a good filing and indexing system. |

**SUB TOPICS**

Definition of Filing Purposes of Filing Centralized and Departmental Filing Essentials of a good filing system Types of Files Classification of Filing Methods of Filing Indexing Cross-Referencing Filing Equipment

8.0 INTRODUCTION

In today’s business world be it big firms or small firms a lot of documents are generated and those that are useful need to be stored in some special room or area where they can be retrieved without unnecessary delay when needed for reference.

8.1 DEFINITION OF FILING

Filing is preservation and methodical arrangement of files for safety and easy retrieval;it is a systematic way of storing documents and correspondence.

8.2 THE PURPOSE OF FILING

The importance of filing business documents is;

* + Protection
  + For further reference
  + For security reasons
  + QuickRetrieval
  + Easy accessibility
  + Neatness and tidiness
  + Confidentiality
  + For easy accessibility
  + Filing makes it easy to dispose of useless documents.

8.3 CENTRALISED AND DEPARTMENTAL FILING

There are two main systems of filing that are used;

1. Centralised filling System.
2. Departmental filling System.

**Centralized filing** (Registry) a centralized filing system is one in which the records for several people are stored in one central place.

**Departmental** (Decentralized) Filing is when each department or section keeps their files.

* 1. ESSENTIALS OF A GOOD FILING SYSTEM

As we know that filing is the storing of important documents, this then needs a good filing system. The essentials of a good filing system are that

1. It should be capable of expansion.
2. It should classify all documents.
3. It should be adaptable to changes.
4. It should be able to use suitable equipment.
5. It should enable a speedy retrieval of documents.
6. It should house documents together.
   1. TYPES OF FILES

**Box File:** These boxes can be used to keep some small files or to isolate very bulky correspondence. It is used to keep all related documents together. It is usually an ordinary box with a lid to keep loose documents to keep them safe and clean.

**Flat File :** These are horizontal filing cabinets with a wide and shallow drawers used to keep documents that should not be not be folded such as Building Plans, Maps or Art Works.

**Dead File:**These are files that are no longer in active use; they are Dormant, Out, Retired or absent files.

**Spike File:**These are files that look like a very large drawing pin where some small documents are attached by pushing them over a spike to secure them before they are put in files. This is used to hold documents such as telephone messages or petty cash vouchers. These are spikes very cheap and easy to use.

**Vertical File:** A vertical filing cabinet files are stored in drawers in order from front to back, is tall and narrow.

**Lateral File:** These are lateral filling cabinets that take up little space although they are wider. These files are suitable for centralised filing system. Files are stored side by side like books on a bookshelf.

**Micro Film:** This is the photographing of documentsonto micro film to reduce storage space.

* 1. CLASSIFICATION OF FILINGis classified into central or departmental.
  2. METHODS OF FILING

There are five main methods of filing; files are classified in different ways this depends on the type, size of the organisation, the number of people using the file and the number of files.

• Alphabetical Filing : It is filing according to letters of the alphabet (usually names).

• Numerical Filing : It is filing according to Numbers.

• Geographical Filing:It is filing according to Places.

• Chronological Filing: This is filing according to Timeand Dates.

• Subject Filing : This is filing according to Topics.

HYDRID FILING

• Alpha-Numerical Filing: It is filing that Combines Alphabet and Numbers.

* 1. INDEXING

An index card contains information listed in alphabetical order to show where a file is stored. Indexing is used when there is only a limited amount of information needed.

The indexing equipmentincludes;

1. Rotary

2. Strip

3. Index Card

* 1. CROSS REFERENCING

If some file is known by one name a cross reference or carbon copy should be indexed and filed under such persons to get in touch, I cross reference card should be made out.

8.9 FILING EQUIPMENT

The different types of equipment used in filing promote efficiency to the system because they are designed to meet the different needs of organisations. The type of equipment depends on;

1. Filing system
2. Storage requirements
3. Size of documents
4. Quantity of documents

The different types of filing equipment include;

1. Spikes
2. Index Cards
3. Filing Cabinets
4. Boxes
5. Rotary wheel
6. Strip
7. Microfilms
8. Computers
9. Ring Binders
10. Manila

UNIT 9

**STOCK RECORDS AND PAYROLL**

|  |
| --- |
| **OBJECTIVES**  When you have mastered the information provided in this unit you should be able to:   1. Explain the maintenance of stock 2. State the documents used to manage stock 3. Discuss wages and salaries 4. Explain the time card 5. Calculate the Gross and Net pay 6. Explain deductions |

**SUB TOPICS**

Maintenance of stock Wages and Salaries

**9.0 INTRODUCTION**

Stock is simply the quantity of goods available for sale. Labour is the human effort that is put into production, the reward for labour is wages.

9.1 MAINTENANCE OF STOCK

Inventory of goods and materials must always be available to avoid shutdown, a reorder level is vital, a good stock level creates a smooth working process. Stock control is the management of the level of stock held by the firm. It is the system used to make sure that stock are ordered and delivered and kept in the right quantities, the stock control system or records should;

* + 1. Keep a record of the date of all deliveries of goods received and of when goods are taken out of stock.
    2. Make sure that stock is used in the right order, usually the oldest out.
    3. Include a method of making sure new stock is ordered before stock runs out.

9.0.4 BIN CARD This is the stock control card and it is kept for each item giving a records of receipts/bought and issues together with the maximum and minimum (Re-Order Level)

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| **BIN CARD**  MAXIMUM STOCK LEVEL :  MINIMUM STOCK LEVEL (Re-Order):   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **DATE** | **DETAILS** | **IN** | **OUT** | **BALANCE** | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |

9.0.5 MAXIMUM STOCK LEVEL

This is the largest quantity of stock which should be held at any one time to avoid over stocking and that capital is not locked or tied up and even that valuable bulk storeroom space is not used unnecessarily.

9.0.6 MINIMUM STOCK LEVEL thisis the smallest quantity that must be maintained to prevent stocks from running out and in order to allow the buyer time to replenish the stock before the balance in the quartermaster is used up.

9.0.7 RE-ORDER LEVEL this is given to replenish the stock, it is to remind the buyer to place a further order of the item, it is the level at which stock should be re-ordered.

9.0.8 INVENTORY SHEET This is the record of Fixed Assets (non consumables/non- current assets) found in the company for audit purposes.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **INVENTORY** | **SHEET** |  |  |
| SERIAL | DESCRIPTION | LOCATION | DATE RECEIVED | CONDITION |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **CHECKED By:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |

* + 1. CALCULATION METHODS:

The stable maintenance of stock is done through various methods such as;

LIFO- last in first out

FIFO - first in first out

AVCO -average cost

* + 1. STOCK REQUISITION

This is the document used to request the stores or warehouse to release and give out the stated items and quantities.

|  |  |  |
| --- | --- | --- |
|  | **STOCK REQUISITION** |  |
| SERIAL | DESCRIPTION | QUANTITY |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| Sign: | Authorised by  Stores Officer: |  |

* 1. **WAGES AND SALARIES**
     1. WAGES a wage is a payment to an employee based on the work done; it is a monetary reward for unskilled labour. Unskilled Workers are workers who have not undertaken any course or training in a particular field. A wage is calculated on a **Wage Sheet** where information is obtained from the **Time Card** maintained for each worker.
     2. SALARY A salary is monetary reward for skilled labour, this is as fixed payment paid to an employee monthly, it is given to persons who have undergone formal training in their area of performance at work, and it is displayed on a **Pay Slip.** A salary before any costs or deductions is called **Gross Salary** and a salary after deductions is a **Net Salary**which nothing more needs to or can be taken away sometimes known as the take home pay. This amount is stated in the contract of employment and it is not normally paid in cash but through a bank.

9.1.2 The payment of Wages and Salaries are affected by the following factors:

a) General Trade Conditions in the country

b) Conditions in the trade or Profession

c) Ability, knowledge and Job requirements

9.2 THE TIME CARD

The time card is used for recording man hours worked. The time when workers report for work as well as when they go for lunch are recorded the time card and transferred to the wages sheet at the end of the month to come up with the total pay for each worker.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| NAME:  EMPLOYEE # |  | **TIME** | **CARD** | WEEK ENDING : |  |
| DAY | MORNING |  | AFTERNOON |  | TOTAL |
|  | TIME  IN | TIME OUT | TIME IN | TIME OUT | HOURS |
| MONDAY |  |  |  |  |  |
| TUESDAY |  |  |  |  |  |
| WEDNESDAY |  |  |  |  |  |
| THURSDAY |  |  |  |  |  |
| FRIDAY |  |  |  |  |  |
| SATUDAY |  |  |  |  |  |
| SUNDAY |  |  |  |  |  |
|  |  | TOTAL | HOURS | WORKED |  |

9.3 RATE OF PAY

There are many rates of pay and a company only chooses the one that will give high incentives to the employees. There are however, four common ones that will be discussed below:

* 1. TIME OR HOURLY RATESAccording to this method, workers are paid according to the number of hours spent working. This is commonly practiced in Factories in Construction, Catering, Bakery and other trade environments.

9.3.0.0**The requirements for this hourly rate system are:**

a) An agreed rate per hour

b) An agreed number of hours per week at the same rate.

c) An agreement on payment for work done overtime

* + 1. PIECE RATE

This is paying a worker according to the job he/she has done on the site. The worker gets paid soon after the job has been performed. In a piece work scheme, wages are calculated by multiplying the rate of pay in producing one unit and the number of units produced, as the output increases the wages also increases. Some employers do guarantee a minimum wage so that workers do not suffer a loss of their earnings.

* + 1. FLAT RATE

This is paying an employee a fixed salary over a fixed period of time despite how many hours one might spend or work on the premises.

* + 1. COMMISSION RATE

Commission may be paid to some workers or an Agent based on the value of something. It is common practice to pay commission to agents of an organisation. This rate may be calculated as a percentage on the sales made or on the profit generated.

* + 1. BONUS RATE

This is an extra payment made to an employee as a reward for results achieved. Bonus is intended to motivate employees to work hard and to reach or exceed some target. E.g. Christmas bonus.

* + 1. OVERTIME PAY

The payment made for done in excess of an employee’s hours worked above the basic, it is a payment given to employee for working over and above the normal working hours. When a worker works for an additional number of hours, this time is called overtime. A workers contract of employment will stipulate overtime arrangements and these differ between industries, the law limits workers to a maximum amount of overtime per week.

* 1. WAGE SHEET

It is a final sheet for calculating wages after the time card. All the hours worked is transferred on the wage sheet for the final calculation of the wage.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **WAGE SHEET**  **For week ending :**   |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | No | NAME | TOTAL  WAGE | K100 | K50 | K20 | K10 | K5 | K2 | K1 | 25n | 10n | 5n | | 1 |  |  |  |  |  |  |  |  |  |  |  |  | | 2 |  |  |  |  |  |  |  |  |  |  |  |  | | 3 |  |  |  |  |  |  |  |  |  |  |  |  | | 4 |  |  |  |  |  |  |  |  |  |  |  |  | | 5 |  |  |  |  |  |  |  |  |  |  |  |  | | 6 |  |  |  |  |  |  |  |  |  |  |  |  | |  | TOTAL |  |  |  |  |  |  |  |  |  |  |  | |

* 1. PAYSLIP

A payslip is a document used for calculating a Salary; it is a slip paper showing the full details of an employee’s earnings. It also contains other information such as the employees name, address, identification number, employee number, and number of days sick and annual leave taken.Every graded employee working on a permanent basis receives a payslip at the end of the month. It shows the amount of money that one is getting that month, taking into account some allowances and deductions.

**PAY SLIP**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| GOVERNMENT OF THE REPUBLIC OF ZAMBIA  PAYSLIP No PAY MONTH PRINTED NEXT APPRAISAL PRESENT APPOINT  779 31.7.2018 07 08.2018. 08.07.2011 08.07.2009  EMPLOYEE No. NRC MAN No. SAL/SCALE CIVIL SERVANT  9912745754/11/122766765 J   |  |  | | --- | --- | | Mr THABALE NKHULA | Zambia National Commercial Bank Zanaco Lusaka Centre 010054 | | HEAD OF DEPARTMENT - SECO  Lusaka – Chongwe Education District  10005051 NTOYO HIGH SCHOOL  2010 | LEAVE ACCRUED: 230,00  LEAVE TAKEN: 0,00000  PENSION LIFE T/D: 12,260,16 | | PAYMENT METHOD: EFT Payment | TAXABLE INCOME: 57,404,90 |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | WAGE CODE | DESCRIPTION | PERIOD | PAYMENT AMOUNT | DEDUCTIONS AMOUNT | ACCUMULATION | | 1000  2071  2040  /400  /310  /410  E352  E092  E083  E123  E430  E562  E627  E091  E009  2050  3020  E223 | Basic Salary  Transport Allowance  Housing Allowance  P.A.Y.E  Pension EE Contribution  Personal levy  ZANACO BANK  Sanlam Life Insurance  Zam Nat Bld Soc Chipa  Public Service Pension  PSPF Microfinance  Qrent  Funeral Insurance EE  Madison Ins Comp Lsk  SESTUZ  Rural Hardship Allowan  Salary Advance DEBS  Rent Ministry of Finance | 999  999  999  999  999  003  999  999  080  021  999  202  999  999 | 5287.50  568,70  1,237,40 | 1,580,26  557.30  7,00  415,27  94,69  100,00  246,88  1,579,53  380,00  30,75 | 84,552,96  8,455,32  10,761,80  16,661,89  3,901,16  15,00  2,906,95  662,90  700,00  1,728,22  11,056,70  2,660,00  215,25 | |  | TOTALS: |  | 7,093.60 | 4,984.68 |  | |  | NET PAY: |  | 2108.92 | Lusaka-Chongwe | Education Dist |   WELCOME TO PAYROLL MANAGEMENT & ESTABLISHMENT CONTROL SYSTEM  Overpayments and non-recovery of loans and advances should be reported. |

* 1. DEDUCTIONS

There are basically two basic types of deductions from the wages and Salaries. These are:

I.Statutory II. Voluntary

9.6.0. STATUTORY DEDUCTIONS this is a deduction imposed by the state. The most important ones are national insurance, personal levy, graduated pension fund, income tax PAYE and VAT. These are compulsory by law.

9.7.1 VOLUNTARY DEDUCTIONSthese are deductions other than the ones imposed by the state. This is made with the consent of the employees themselves.Examples of this is deductions are for hospital savings, holiday funds, sports funds, car loans, etc

ILLUSTRATION EXERCISES

Kylie M, works for Nkhulande Oil Corporation and is paid K20, 000 per hour for a 40hours week. He is paid overtime at the rate of Time and Half during the week and Double Time if he works over the weekend. During the week ended 21st Oct, 1990. He worked 40 hours normal time, 2 overtime hours during the week and 5 hours on Sunday. Calculate his pay for the week.

**SOLUTION:**The total number of hours worked are 47 Divided as follows: Normal rate 40hrs at K20, 000 per hour = K800.000

(40 X 20, 000)

Overtime during the week 02hrs at Time and Half (K30, 000) = K60, 000

(2 X 30,000)

Overtime during the weekend 05hrs at Double Time (K40, 000) = K200, 000

(5 X 40,000)

Totals 47 hours K l, 060,000

Therefore, the total pay is **K 1, 060, 000**

**SUMMARY**

A steady flow of goods and services for sale must be maintained in order to sustain your organisation through a regular stock check known asstock taking. Every person who does some work deserves to be paid something for his effort and skills to do some work; the government regulates the minimum wages.

**REVISION QUESTIONS**

1. In order to keep a clear and accurate record of time spent by employees operating in a Factory, employees use?

1. A deduction which is enforced by law on your pay is called?

2. A sales agent was employed to sell shoes worth K250, 000 a 15% commission was to be given to her after selling the shoes. How much money will she be paid after selling all the shoes?

3. If K60, 000 was divided among Levi, Reuben and Vincent in the ratio of 3:2:1.

4. How much would Levi receive?

5. What is Piece Rate?

6. Mercy earns K6, 250 per hour and works for 40 hours a week. She loses 20 minutes pay if she is 10 minutes late. She is 10 minutes late for three days. What will be her pay for the week?

7. Gross pay is the amount of money

8. The gross pay for Dingiswayo is K700, 000. His non-taxable pay is K150, 000 and the rest of the pay is taxed at 30%. Calculate his net pay.

9. What is the difference between statutory and voluntary deductions?

10. Vin and Doreen Company Ltd has a total work force of 13000 employees. Out of this number 8710 are male. What percentage represents the number of female employees in this company?

**MEETINGS**

UNIT 10

|  |
| --- |
| **OBJECTIVES**  When you have mastered the information provided in this unit you should be able to:   1. Describe the types of meetings. 2. Explain the documents used in a meeting. 3. Identify the terms used in a meeting. |

**SUB TOPICS**

Types of Meetings

Documentation

Terms of Meetings

**10.0 INTRODUCTION**

Many meetings take place in business and an effective meeting is an efficient tool in the communication process. Meetings enable face-to-face contact of a number of people at the same time. They provide useful opportunity for sharing information, making suggestions and proposals, taking decisions and obtaining instant feedback. Active participation of all members of the meeting is usually encouraged. The rules of conduct of formal meetings are laid down in a Company’s Articles of Association and/or Constitution or Standing Orders. With such meetings, a quorum must be present, i.e.the minimum number of people who should be present in order to validate (constitute) a meeting. A formal record of these meetings must be kept, usually by the Company Secretary.

10.1**TYPES OF MEETINGS**

10.1.1FORMAL MEETINGS

A formal meeting will be called by issuing a formal notice, and this will have to be followed by a written agenda, listing the items to be discussed and the order in which they will be debated at the sitting. For formal meetings the date of the meeting is usually decided well in advance, so often at the previous meeting.

**10.1.2.1 Annual General Meetings (AGM)**

The company’s act requires a limited company to hold an annual general meeting (which is a meeting of all shareholders) this is a meeting that is held once a year. AGM is a forum to assess the trading of the organization over the year. All the shareholders of the company are invited to attend the AGM but they must be given a 21 days’ notice. Holding an AGM mandatory for a public corporation and it is optional for a private limited company, every year

**Purpose:**

- Approve the audited accounts presented by the managing directors

- To elect the board of directors (only the ordinary shareholders are allowed to vote)

- Receive the directors’ report

- Discuss the affairs of the business (company)

- Deal with issues that could not settled by the board of directors.

**10.1.2.2 Extraordinary general meetings/Statutory meetings**

This type of a meeting is called to discuss special business of concern to the shareholders. For instance the Directors and Shareholders can communicate and consider special reports. Companies are required by law to hold these statutory meetings.

**Board meetings**

These are held at regular intervals determined by individual companies. They are attended by all Board members and headed by Chairperson of the Board.

**10.1.2.3 Management Meetings**

These meetings are attended by a group of managers who may need to discuss a specific matter, report on progress or receive progress reports. These meetings promote effective co-ordination of departments. For example the marketing manager, sales manager, production manager and research and development manager may meet to discuss the launch of a new product being launched soon.

**10.1.2.4 Departmental Meetings**

These meetings are called by the head of Department or manager of a certain section. All staff will be invited to attend so that information can be passed on or reports received from some members of staff regarding a specific project. These meetings are usually held to give information to staff or discuss particular departmental issue.

**10.1.2.5 Staff Meetings**

These are held between staff involved in a common area of work to discuss a particular issue.

**10.1.2.6 Working Parties Ad hoc**

These work for a mandate, they are usually set up to undertake a particular task or event, the members may be from different areas and professions so that each can contribute a different type of skill or expertise for instance a commission of enquiry.

10.1.2 INFORMAL MEETINGS

Informal meetings are not restricted by the same rules and regulations as formal meetings. Such meetings may take form of brainstorming or discussion sessions where strict agendas may not be necessary and minutes may not be kept. However, it is usually considered good business practice for an agenda to be issued to all members prior to the meeting so that they can prepare adequately in order to make a valuable contribution. An informal meeting can be called by telephone, by memo or by asking people on a face to face basis. It is usual to confirm the arrangements in writing, however, so that no one forgets to attend. For informal meetings the person calling the meeting will suggest a date on which it can be held.

10.2 WHY HOLD THESEMEETINGS

Meetings in an organisation are held for a variety of purposes, here are some of them:-

To coordinate or arrange activities.

To give information to a group of People

To report on some activities or experience.

To obtain assistance

To put forward ideas

To create involvement grievances for discussion and interest Additional reasons for holding meetings.

To discuss new plans/ideas for the future

To be kept informed of current and new developments

To problem solve

To discuss/make decisions about on-going situation

To organize special events or occasions

10.3 DOCUMENTATION AT THE MEETING

The four main documents used in a business meeting are;

1. Notice
2. Agenda
3. Minutes
4. Reports

Chairman’s Report

Secretary’s Executive Report

Treasurers Financial Report

Committee Reports

10.3.1 NOTICE OF THE MEETING

The notice states the place, the day, the date, and the time of the meeting. The success of a meeting depends on a variety of essential preparations. An important one is to ensure that all the documentation is dealt with efficiently. The notice and agenda are usually combined in one document. The portion at the top is known as the notice. This gives details of the type, place, day, date and time of the meeting.

|  |  |
| --- | --- |
| |  | | --- | | KALIBONGWANI VENTURES  Notice is hereby given  a meeting of the  Business Club will be held  in the Conference Room  at  MIKA LODGE – Jesmondin Lsk.  on  Thursday 2th August, 2018 at 16.00 hours. | |

10.3.2 AGENDA

The agenda is attached to the notice of the meeting; if it is not printed separately it is the middle portion of the notice document. An agenda is the list of topics to be discussed at the meeting.

**Parts**:The first three and final two items on every agenda are known as ordinary business or fixed items. These are items which will be included on every meeting agenda, these are;

1. Apologies
2. Minutes of Previous Meeting
3. Matters Arising
4. Any other business – New Business.
5. Date of the Next Meeting

**Parts**: After the opening items of ordinary business there will be a list of special business or new business-these are special matters to be discussed at this meeting only.

|  |
| --- |
| **ZIYENERA ENTERPRISES LIMITED**  AGENDA  1.Appologies  2. Minutes of previous meeting  3. Matters Arising  4. Chairman’s Report  5. Football Results and Matches.  6. New Keep Fit Classes  7. Annual Dinner and Dance.  8. Any other business  9. Date and time of next Meeting |

10.3.3 MINUTES

Minutes are the official record of what took place at formal meetings. They also include a list of everyone who was present. Notes for the minutes are taken by the secretary. A copy is sent to all the people who should have attended – whether they did or not. An accurate written record of meetings is essential not only for all those who attended the meeting but also for those who were unable to attend.

TYPES OF MINUTES

**Verbatim Minutes**

These are used primarily in court reporting where everything needs to be recorded word for word.

**Minutes for Resolution**

Only the main conclusions which are reached at the meeting are recorded, not a note of the discussions which took place. These are usually used for minutes of AGMs and other statutory meetings. It is important to note the exact wording to any resolutions passed:

* + 1. REPORTS

A business needs to have the following reports annually;

1. Income Statement.
2. Balance Sheet
3. Cash flow Statement
4. Directors Report
5. Auditors Report

**Directors Report**

This is a written explanation that will contain any relevant information that does not form part of the treasury and secretarial reports. The directors report can raise also raise issues such as what impact the business has on the environment.

**Auditors Report**

This is a formal opinion issued by an independent auditor who had undertaken the financial

Audits of the company. This report is attached to the business’s Annual Report and adds credibility to its financial statements.

* 1. TERMS OF MEETINGS

The following are terminologies that are being used at the meeting.

**Apologies for Absence:**

Delegates or Participants who are the members and those who could not attend should have notified the Secretary or Chairperson with their ‘apologies’ so that time is not wasted waiting for them to appear.

**Minutes of the Previous Meetings:**

This document should be circulatedto members before the meeting to check that the minutes which are the official record of what happened at the last meeting are correct and accurate.

**Matters Arising**:

These are issues to be clarified from the previous meeting held earlier, if anyone was asked to do anything or check on anything at the last meeting then progress on this is discussed.

**Any other Business AOB**

At this moment a chance is given to bring in ***new business s***not on the agenda, if people want to discuss minor items not listed on the agenda now is their chance because all important items should be referred to the Secretary or Chairperson for inclusion on the agenda.

**Date and Time of next meeting**:

This is agreed at the end of every meeting, whilst everyone is present and a mutually convenient date can be set.For formal meetings the date is usually decided well in advance, so often at the previous meeting. Therefore a committee would decide at one meeting when they would next meet and anyone absent would receive the information when the official notice to attend is issued later. For informal meetings the person calling the meeting will suggest a date on which it can be held. Ideally, especially in an emergency, several alternative dates should be given so that the best date for everyone can be agreed upon.

**Ad hoc**

This means ‘arranged for this purpose’. An ad hoc sub-committee is appointed for the purpose of carrying out one particular piece of work, such as the arrangements for the visit of a very important person (VIP). These committees are sometimes called special or special-purpose committees.

**Addendum**

An addition to a motion or the amendment which adds words to motion.

**Address the chair**

To direct all remarks to the chairperson. All remarks must be addressed to the chair person, and members must not discuss matters between themselves at a meeting.

**Adjournment**

Subject to the articles, rules or constitution of an organisation, the chairperson, with the consent of the members of the meeting, may adjourn it in order to postpone further discussion, or because of the shortage of time. Adequate notice of an adjourned meeting must be given.

**Adopt**

To accept

**Agenda**

A list of items to be discussed at a meeting.

**Amendment**

An alteration to a motion or proposal to alter a motion by adding or deleting words. It must be proposed, seconded and put to meeting in the customary way.

**Attendance Record**

The secretary, whose duty is to record the minutes of the meeting, must also record the names of the present. If a large number of people are present, it is a good idea to pass a sheet of paper around the table for signature.

**Any Other Business**

The opportunity at the conclusion of a meeting to raise items not specified on the agenda.

**Apologies**

Apologies for absence from the reading of the names of members who have indicated that they cannot attend the meeting.

**Articles**

Articles of Association – the rules governing the conduct of a company.

**Ballot**

A secret written vote

**Casting a vote**

A second exercised by the chairperson to resolve a deadlock. A casting vote is used only when there are an equal number of votes for and against a motion.

**Chairperson’s Agenda**

An elaborated version of the agenda for the Chairperson’s use.

**Constitution**

Are therules that govern the running of an organization?

**Convene**

Is to call for a meeting.

**Co-opt**

To invite someone to serve on a committee for a limited period, usually on account of specialized knowledge. The power given to a committee to allow others to serve on it. A co-option must be a result of a majority vote of the existing members of the organization.

**Dropped motion**

A motion that has to be dropped either because there is no seconder or because the meeting wishes it to be abandoned.

**En bloc**

The voting of, say a committee en bloc, that is, electing or re-electing all members of a committee by passing of one resolution.

**Ex-officio**

By virtue of an office – the right to attend a meeting because of another office held. A person may be a member of a committee by reason of his office.

**In abeyance**

A matter is left is left until it can be dealt with on a later occasion.

**In Camera**

A meeting which is not open to the public.

**In attendance**

A person not elected but present at a meeting, usually in a professional capacity.

**Intra vires**

Within the power of the person or body concerned.

**Kangaroo Closures**

The Chairperson of a committee is empowered to jump from one amendment to another omitting those which he considers to be less important or repetitive.

**Lay on The Table** (lie on the table)

A matter is presented to a meeting but no action is taken on it. A letter or document is said to ‘lie on the table’ when it is decided at a meeting to take no action upon the business contained in it.

**Majority**

Articles and rules of the organization will define the majority of votes required to carry a motion

**Memorandum and Articles of Association**

These are regulations drawn up by a company setting out the objectives for which the company is formed and defining the manner in which its business shall be conducted.

**Motion**

A motion must normally be written and handed to the chairperson or secretary before the meeting. The mover of the motion speaks on it and had the right of reply at the close of the discussion. The seconder may then speak to the motion only once. If there is no seconder, a motion is dropped and cannot be introduced again. When put to a meeting, the motion becomes the ‘question’ and when it is passed it is called the ‘resolution’. A motion a matter which has not included on the agenda can be moved only if ‘leave of urgency’ has been agreed by the meeting or it has been under the customary item ‘any other businesses.

**Nem Con** (nemine contradicente)

This means ‘no one contradicting’i.e.there no votes against the motion, but some members have not voted at all.

**No Confidence**

When the members of a meeting are aggrieved or at variance with the chairperson they may pass a vote of ‘no confidence’ in the chair. When this happens the chairperson must vacate the chair in favour of his deputy or some other person nominated by the meeting. There must be a substantial majority of members in favour of this decision.

**Poll**

Is the term given to the method of voting at an election, and in a meeting this usually takes a form of a secret vote by ballot paper. The way in which a poll is to be conducted is generally laid down in the standing orders or the constitution of the organization.

**Postponement**

The action taken to defer a meeting to a later date.

**Proxy**

One is acting for another or a document authorizing a person to attend a meeting vote on behalf of another person. Someone may be appointed to vote on behalf of absent member, subject to approval.

**Quorum**

This is the minimum number of persons who must be in attendance to constitute a meeting. The quorum is laid down in the constitution of rules of the organization.

**Resolution**

A formal decision carried at a meeting. It must be proposed, seconded and put to the meeting in the customary way. A resolution cannot be rescinded at the meeting at which it is adopted.

**Rider**

A rider is an additional clause or sentence added to a resolution after it has been passed and it differs from an amendment in that it adds to a resolution instead of altering it. A rider has to proposed, seconded and put to the meeting in the same way as a motion.

**Right of Reply**

The proposer of a resolution has the right of reply when the resolution has been discussed. He is allowed to reply only once; afterwards the motion is put to the meeting.

**Sine die**

Meaning without and appointed day, or indefinitely.

**Standing Orders**

These are rules compiled by the organization regulating the manner in which its business is to be conducted. It may also have the title ‘constitution’.

**Status quo**

Used to refer to a matter in which there is to be no change.

**Sub-Committee**

A sub-committee may be appointed to deal with some specific branch of its work. The sub-committee must carry out such functions as are delegated to it by the committee periodically.

**Teller**

This is the title given to the person appointed to count the votes at a meeting.

10.5 THE VENUE

Every meeting must have a venue for the sitting, the arranging for the place is so important and consideration must be made on the number of participants who will be attending that meeting and when will the meeting to be held together with how often these meetings will take place, these factors determine where (venue) it will be held.

Meetings may take place in….,

1. An Office

2. A Special Meeting Room

3. A Committee Room

4. A Special suite or Conference Room

**Internal Venues:**

Not all organisations have committee rooms, those that do are likely to be council local authorities, health authorities etc, where they are many committees operating, holding frequent meetings. Many organisations have a board room where formal meetings are held, and this may be used if it is free or many people will be attending. A small informal meeting will be most likely take place in someone’s office or in a small, spare room kept for meetings. If the room is used by different people for different meetings it may have to be booked in advance. This can be by, putting a notice on the door to reserve it for date. Contacting whoever is responsible for the room and booking it for that date.

**External Venues:**

A company may arrange to have their meeting at an external hall. Many hotels have conference facilities which can be hired for a fixed period. They will organize for equipment to be available, if required and all the snacks, meals or light refreshments to be served. if:

1. A large number of people will be attending e.g. at the Mulungushi International Conference Centre.

2. The meeting will be held out of hours like over weekend or in the evenings.

Meetings may be planned sometime in advance or held at a moment’s notice if an emergency develops. Some are held at regular intervals, other only when the need arises. The participants may vary – depending on the topic being discussed – or stay the same, e.g. A committee given the task of overseeing a certain area e.g. safety. The question of why the meeting is being held usually who will be asked to attend. Who is to attend can often determine when the meeting will take place.

**SUMMARY**

Meetings are very important to every organisation be it in the corporate world family or civil society to coordinate activities, report on some activity or experiences, to put forward ideas or grievances for discussion. Meetings help to give information to a group of people and obtain assistance meetings also create involvement and interest in company affairs.

**REVISION QUESTIONS**

1. How often is the AGM held?
2. What do the abbreviations AGM stands for?
3. Define the following terms
4. Ad hoc
5. Sine die
6. In camera
7. Dropped motion
8. Casting vote

UNIT 11

**REPROGRAPHY**

|  |
| --- |
| **OBJECTIVES**  When you have mastered the information provided in this unit you should be able to:   1. Defined reprography. 2. Identify office machines 3. Use the office machines. |

**SUB TOPICS**

Definition of Reprography  
Identification of office machines

Duplication using ink, spirit, offlitho, type set. Care and cleaning reporting breakdowns

Types of photocopying (Rotary of Flat Bed)

Methods of photocopying

Accounting machines (calculators, electronic cash registers)

Electronic printing

Word processor/computers

Audio machines

Care and maintenance of machines

Carbon copy required - CCR and no carbon required – NCR

**11.0 INTRODUCTION**

Most of the work done in an office is done on paper, tones and tones of paperwork is done in offices creating the disease of red tape, however technology is trying to bring about a paperless society.

11.1 DEFINITION OF REPROGRAPHY

This is the process of making copies from a master document. The work may be done in a number of ways. The most modern copiers’ paper copiers which depend for their action on electrostatic charges or xerography (dry copying). This in contrast to photocopying where liquid developers where used. Other and older methods may still be encountered in many offices.

The principal methods of production are:

* Plain paper copying
* Xerography(the original plain paper copying)
* Manifolding - hand written ( Manuscript)
* Carbon paper CR
* Carbon free paper e.g. NCR ( No Carbon Required
* Hand written or typed
* Offset lithography
* Ink duplicating
* stencil duplicating
* Spirit duplicating
* Copiers
* Riso
* Computer (word processing)

There may be either;

1. A Central Reprographic Department, Printing Room.

(Known also as resources centre) or

1. A Decentralized System

In which reprographic equipment is distributed throughout the organization.

**11.2 DUPLICATORS**

Although there are a few duplicators in use today, most organizations use Riso and high speed copiers capable of reproducing large quantities.

**The Stencil Process**

This is duplicator that uses a stencil: The master is special wax coated sheet called a stencil. An impression is cut on the type writer by disengaging the ribbon or by a special stylus stencil. An impression is cut on the typewriter by disengaging the ribbon or by special by stylus pen. Thestencil is then placed on to an ink id forced through the cuts. Stencils can be pre-cut by manufactures to any design the customer wishes. In addition, an electronic scanner may be used which electronically cuts a stencil including photographs and diagrams by means of a photo –electric cell and cutting a stylus. The documents can then be reproduced on an ordinary stencil duplicator. The duplicating medium in the **stencil process** is ink which is fed through indentations made into a stencil on to semi-absorbent paper. Any mistakes can be corrected by painting over the error with correcting fluid has dried; the correction can be typed in its place.

**Advantages**(MERITS)

* A relatively large number of copies can be obtained from each stencil (up to 7000 copies)
* There is a good quality of reproduction
* Stencils can be stored and re-used
* Complicated work including drawings and photographs can be reproduced
* A stencil duplicator is relatively easy to operate
* Alterations to the stencil can take place easily by grafting
* Suitable for producing price list, circular letter, sales literature, minutes of meeting, reports, etc.
* Stencil duplicating does not require good quality bond paper, instead cheaper absorbent copy paper may be used.

**Disadvantages** (DEMERITS)

* The cost of stencils makes it an expensive method of copying if only a small number of copies are required.
* Copies in more than one colour require separate stencils and separate runs through the duplicator.
* Once used, master copies cannot altered (unlike a spirit duplicator)
* Absorbent copy paper is unsatisfactory for handwriting

**The Spirit Process**

This is duplicator that uses a Spirit: Thespirit process reproduces copies using an aniline dye which is transferred from the master to the copy paper by spirit. This was mainly used in schools and colleges. It was not often used in businesses. The master copy is prepared typing, writing or drawing on a specially manufactured paper backed with a carbon transfer sheet coated with hectograph dye. Impressions made on the front of the master sheet produce a mirror or reverse image on the reverse side. An error can be corrected by rubbing out with a special eraser or by painting over the mistake on the back of the master with a special fluid. Before the correction can be written, a new piece of carbon sheet must be placed against the erasure, as the carbon in that particular spot on the original carbon sheet has already been used. However, it is useful for producing small batches of internal communications and particularity useful when colouris used – one merely changes the carbon.

**Advantages**

* The relative cheapness of spirit masters means that the process is economical for producing a small number of copies
* The preparations of the spirit master is relatively simple – hand written master can be prepared with a ball point pen or pencil
* A spirit duplicator is easy to operate
* Several colours can be easily duplicated simultaneously
* The copy paper is suitable for handwriting
* A choice of manual and electric machines is available

**Disadvantages**

* The quality of reproduction declines as the master copy deteriorates
* Only a limited number (about 300) of copies can be obtained from one master
* Copies tend to fade in the light so spirit duplicating is not suitable for notices that will be displayed for long periods
* The quality of reproduction is poor compared with other reprographic methods

**11.3 TYPES OF PHOTOCOPIERS**

This machine uses light for duplicating and printing to produce copies of documents, whereas copiers produce replicas of the originals. One of the great advantages of copying by machine is obtaining a number of copies quickly and without the possibility of any keying errors being introduced, this way a facsimile or exact copy is obtainable. There is no need to check the copy. The machinery and can be operated by a trainee or junior.

**Copiers range in Size and Performance** from small desk-top copiers for personal use to high-capacity, heavy duty copiers for large scale print operations and sophisticated colour reproduction

At the top of the range are the intelligent copiers which are capable of volume copying and accepting information directly from computers. The image of the original is converted into a digital electrical signal as the intermediate process instead of using a drum. This signal turns a laser on and off to reproduce the image, which can be processed, transmitted to other locations or stored for later recall. The machine is in two parts: a reader and a print unit, which work separately from another, allowing one reader to be interfaced with up to three printers to produce 135 copies a minute.

Morden integrated digital copiers’ process information through a scanner which manipulates the data. They Process, Store, Transmit, Call up and Edit information, as well as acting as printers for a computer and a fax machine. Documents can now be created on personal computers and produced in hard copy form at the press if a button, using remote laser printers.

The following factors should be considered when selecting a copier:

**Price and method purchase**

Consider the benefits of outright purchase, leasing and rental schemes

**Size**

The quantity and nature of copying must be considered when determining the size of copier required

**Speed**

This ranges from 20 copies per minute to 135 per minute although colour copiers are much slower

**Document feed**

This can be manual, semi-automatic or fully automatic. Multi-page documents can be loaded and copied automatically, allowing for single copies t be taken from a stack of up to 100 documents without interrupting the copy flow

A re-circulating document feeder allows for copying double sided originals. Some machines are able to copy from bound without repositioning them for left-and right-hand pages, and a variable margin shift makes room for binding or hole punching.

If there is need for regular copying from books, an angled glass feeder nay be used to prevent damaging book spines

An image overlay feature may be used to combine the images from two originals.

**Paper feed**

Uses magazines, trays or cassettes with paper quantities ranging from 250 to 4000.

An automatic tray-tray switching device provides continuous long-run copying, because when one paper tray empties the machine automatically switches to another one.

A computer continuous stationery feeder automatically feeds fanfold stationery into the copier and prints the data out on separate A4 sheets.

A self-diagnostic facility senses the correct size of paper cassette to bring into operation when an original is placed on the platen.

**Paper size**

Most copiers handle originals and copies of A3 – A5 paper sizes but the range can extend to A2 – A6. It is possible to have copier fitted with a document sensor which automatically measures each original and selects the appropriate enlargement or reduction to create uniform-size copies from mixed size originals.

**Image Editing**

This includes: mask and trim push-button facilities for cutting out unwanted material; image shift for relocating parts of an original from one position to another; reversing out graphics or text i.e. white on black instead of black on white**.**

**Reduction and Enlargement**

Different ratios of reduction and enlargement of images may be provided; these may be preset to provide reduction on enlargement from one standard paper size to another.

**Memory**

The copier can be programmed to carry out routine tasks such as reduction, enlargement or collation; sets of programmed instructions may be stored in the memory so that they can be recalled at a later date by operating a pre-set key, or for storing images of originals.A step by step fluorescent message display panel can guide the user the copying process.

**Finishing functions**

Automatic collation to provide sets of document ready for stapling or binding – if collation is a major requirements, consider how many bin sorters you need; this range from 10 to 40Automatic jogging, automatic folding, automatic stapling, automatic stitching/adhesive binding.

**Colour reproduction**

Colour copiers are available using a range of different processes such as electro photographic, digital, photographic/laser, thermal transfer and encapsulation suing light-sensitive paper – the user must be consider whether the extra cost a colour copier is advantageous. Colour highlighting of copies can be done in four different colours.

**Control of use**

By issuing users code numbers or charge cards, which are essential to activate the copier, the machine can record the number of copies made by each user.

**11.4 ELECTRONIC PRINTING AND THE OFFSET LITHO MACHINE**

This is duplicator that uses a light: In the offset-litho process, the cost of the equipment has been reduced considerably in the past few years and many firms are using offset as it is cheaper than using specialized printing services. The offset master is produced on a paper or metal plate. The masters are normally prepared on an electrostatic plate-maker this is a quick and easy process. It is possible to produce a master on certain photocopiers. Whilst a junior or trainee could learn to operate a stencil duplicating and a scanner quickly, a trained operator is required for an offset litho machine. Offset litho produces a high quality of production. It is capable of producing a large of copies – 5000 from a paper plate and up to 100,000 from a metal plate. It is particularly useful for forms, letterheads, sales, leaflets, catalogues and photographs. The master, fitted round a plate cylinder, is dampened with water, which the greasy material refuses to accept, but which is retained by the non-greasy areas. The master also comes into contact with an inking roller, the ink being accepted by the greasy image and repelled by the moistened areas. The image on the master, which has attracted ink, is offset in negative form onto a rubber blanket which in turn is offset on to the copy paper in positive form.

Advantages (MERITS)

• There is a high quality of reproduction and copies have the appearance of the work of a professional printer

• Large quantities of copies can be produced

• The plates can be stored and used again

• The copy paper need not of any special variety

Disadvantages (DEMERITS)

• The machine is relatively expensive to buy when compared to other duplicators

• Some training in operating the machine is necessary and to a greater degree than for spirit or a stencil duplicating

• Separate plates and runs through the machine are required for multi-coloured work

• It is uneconomical for short runs

**11.5 COMPUTERS**

Word processing using a computer, copies can be made by printing on the printer any work that has been word processed.

**11.6 CARE AND MAINTENANCE**

Toner/developer cartridges and drum cartridges can be replaced simply and cleanly

**Multi-functions**

Machines are now available which combine the functions of copying, printing and faxing. They have the ability to fax images from books and magazines without copying them first.

**OVERHEAD TRANSPARENCIES**

Preparation of the overhead transparencies by copying original documents directly on to film instead of paper.

**Uses**

Reproducing copies of printed documents, legal documents, insurance policies, statistical returns, diagrams and drawings, overhead transparencies, extracts from books and magazines, and incoming letters required for several departments and print out copies required for filling.

**Guidelines for Copying**

A checklist of what you should know about your copier

* The warm-up procedure at the beginning of the day
* How to insert copy paper
* How to prepare originals for reproduction
* How to insert the originals and set the machine up for copying
* How to replace the toner cartridges
* Techniques of image editing
* Appropriate quality required in copies produced
* Copyright restrictions
* The methods used for sorting, collating and binding copies
* How to prepare overhead projector transparencies
* Ways of ensuring economic use of the copier
* The method used to control the use of the copier
* Safety, security and confidentiality procedures
* How to plan and monitor work schedules to meet to meet the deadlines set
* The procedure for clearing paper jammed in the machine
* The procedure for reporting faults and arranging for a mechanic to attend
* Day to day maintenance in accordance with the operating manual
* The closing down procedure at the end of the day

**Photocopying**

Photocopying is a process which makes paper copies of documents and other visual images quickly and cheaply. Most current photocopiers use technology called xerography, a dry process using heat.(copiers can also use other output technologies such as ink jet, but xerography is standard for office copying.)Photocopying is widely used in business, education, and government. There have been many predictions and photocopiers will eventually become moot as information workers continue to increase their digital document creation and distribution, rely less on distributing actual pieces of paper. However, photocopiers are undeniably more convenient than computers for very common task of creating a copy of a humble piece of paper.

**SUMMARY**

The Printing of documents is one of the most important tasks that is done in an office, various machines and technologies are used to produce these documents, therefore it is a requirement that all workers know how to use the office machines and make good quality copies. This job is mostly done by office juniors. In all organizations, effective communication depends on copies of information contained in Letters, Memoranda, Reports, etc being made available to those who need them. It is the document from which copies are made. A master copy may be specially prepared for the type reprography in use or it may be the original document.

**REVISION QUESTIONS**

1. List the advantages of using a copier for printing.
2. What is the difference between a spirit duplicator and ink duplicator.
3. In an office who is usually tasked to undertake the photocopying duties?
4. What factors should be considered when selecting a copier?

UNIT 12

**TRAVEL ARRANGEMENTS**

|  |
| --- |
| **OBJECTIVES**  When you have mastered the information provided in this unit you should be able to:   1. Identify the methods of travel 2. Recognise the use of making travel arrangements 3. Make travel arrangements 4. Read and interpret travel timetables |

**SUB TOPICS**

Planning Arranging Appointments Make Hotel Reservations Consulting Time tables Consulting Maps Reserving Seats Gathering business information and materials required for the trip Itinerary Overseas formalities Application for passport Currency regulations Baggage restrictions and insurance Modes of transport Making Diaries Making Appointments Preparing of Appointment Cards Tickler System Other Reminders

**12.0 INTRODUCTION**

Many people travel today than ever before, both on business and vacation, at home and abroad. It will therefore be very unusual if, at some time or other you are not involved on making travel arrangements:

• To go holiday

• For executives in your company who are travelling on business

• For people who are coming to visit your company

Knowing the correct procedures, both for planning and making travel arrangements saves times, means there is less to go wrong and can often save money.

To be efficient you must:

• Know what information you need to plan a trip properly

• Have a good, basic knowledge of travel alternatives and procedures

• Know which sources of information you can turn for help

• Know which agencies can help you and the services they offer

• Be able to make and confirm bookings

• Know the standard documentation involved

• Be able to estimate the costs involved, if required

**12.1 PLANNING THE TRIP**

Good planning is essential and can be more difficult for a business trips are often made at the last minute, and arrangements may have to be changed if an emergency occurs, eg:

* Another person must be included at the last minute
* Another customer has to be visited in the same or neighbouring area(or country)
* The trip has to be extended, unexpectedly, because complications arise.

Basically all planning can be categorized under four headings:

* WHERE
* WHEN
* WHO
* HOW

These apply regardless of whether the trip is for business or vacation.

***Where you go***  will affect:

* The currency you will require
* The documents you need(passport, visa etc)
* The language you will speak (or try to speak)
* Probably how you will get there

***Where you stay***  will determine:

* The quality of your accommodation
* The additional facilities on offer
* The amount of travel you will need to do to get to place you want/need to see and visit.

***When you go*** will affect:

* The clothes you take (summer/winter)
* What you can do and see (e.g. special events/public holidays)
* The time of day or night you will arrive
* Any special requests (e.g. travel by a specific airline)

***How you go*** will determine:

* The length of journey
* The amount of luggage you can take

CHECK IT YOURSELF

You have decided to go Mauritius for a week with a friend.

How many ways of getting there can you think of?

Which method would you choose if?

Money was no object

You wanted to travel as cheaply as possible?

**INSURANCE**

Any traveller abroad make sure he or she has adequate travel insurance foe cover against disasters and accidents – both minor and major including:

Last minute medical problems

Lost luggage inability to make the trip

Loss of money through strike action (e.g. of airline staff)

Accidents

Personal liability (e.g. causing an accident and then being sued).

Travel agents will arrange insurance, and there are comprehensive policies available which will cover all of the above risks.

**12.3MAKE HOTEL RESERVATIONS**

These should be confirmed by letter when made by telephone. Many hotels can be contacted by fax and email. Rooms are booked from the day of arrival to the day departure, and the hotel should be given the following details:

**Arrival**: Time of arrival, especially if late in the evening and food is needed. Time of departure.

**Transport**: Whether transport is required from hotel to airport or station

**Accommodation**: Type of room, with private bath or a shower; single or double. Air conditioning would be particularly important in hot climate.

**Car parking**: if travel is by car, make sure there is car parking available; book a parking space, or a lock up garage if necessary.

**Food**: Special diets: mention if vegetarian, fat free, diabetic or any other type of special diet is required,

Place confirmations (copies of letters or fax) of hotel booking in travel folder. It would be important to produce these on arrival at the destination as confirmation of bookings.

**12.4CONSULTING TIME TABLES**

Find out about rail travel in Zambia and make comparisons with the above notes.

**Sea Travel**

Major uses of sea travel are holiday-makers. This type of travel is not good for business executives as it is often very slow compared to other modes of travel.

**Air Travel**

***Domestic flights*** (flights within the country) are available. Good for business executives who want to travel a considerable distance and return in one day.

***Scheduled air flights***, as shown in airline timetablesCharter flights, used by package holiday companies, where the whole plane is full of holiday-makers going on holiday to particular destinations.Scheduled flights are more expensive, particularly to European destinations, and are mainly used by business travellers.

There are also different classes of travel, whereas on a charter flight there is usually only one class:

1. **The First Class**

The most expensive, usually used only by VIPs.

1. **Club or Business Class**

Very popular with business travellers, especially on long flights

1. **Economy Class**

The cheapest

The differences between the three classes include:

1. The size/comfort/spacing of seats
2. The service and type of meal offered

The check-in procedures – first class passengers have their own VIP lounges at airports, join the airplane last and leave first.

**12.4 GATHERING BUSINESS INFORMATION AND MATERIALS REQUIRED FOR THE TRIP**

There are sources of information on travel. If, however, you still need (or prefer) to do the initial planning then you do need some of the standard travel reference books to help you plus your own travel file. Access to Prestel is an additional bonus.

|  |  |  |
| --- | --- | --- |
| **SERIAL** | **NAME OF BOOK** | **CONTENTS** |
| 1 | THE  TRAVEL TRADE  DIRECTORY | Published annually this contains information on all forms of travel, agencies and other specialities plus passports and visa offices |
| 2 | ABC WORLD AIRWAYS GUIDE | Published monthly this contains timetables for all the airlines in the world |
| 3 | ABC RAIL GUIDE | Published monthly this contains timetables for all rail travel in Britain |
| 4 | AA or RAC HANDBOOK | Published annually this contains maps, town plans and motorway details plus information on towns and cities Britain, hotel accommodation and garage facilities |
| 5 | HOTELS AND RESTAURANTS IN GREAT BRITAIN | Published annually by the British Tourist Authority |
| 6 | HINTS  TO  BUSINESSMEN | Useful booklets covering many countries of the world and giving details of holidays, hotels, customs regulation etc |
| 7 | ATLAS | This book contains a set of various maps such as Political, Physical and Geographical. |
| 8 | MAP | This book shows places.  ***How to find us Maps*** might have to be sent to people who have never been before. |
| 9 | STREET PLAN | This book shows street names and numbers. |

**12.5 ITINERARY**

An itinerary is that schedule that shows all the essential trips or routes to be used on travel in a particular journey or flight. Three main decisions have to be made for any journey whether for travel within the country or overseas:

1. Destination 2. Method of Travel. 3. Date of Departure.

* Destination
* Method of travel (air, road, rail or a combination of all three). Travel by the sea is used infrequently today. Partly because of the time factor, and partly because passenger liners are very few.
* Date of departure

After the above has been definitely decided, a check- list should be typed out in alphabetical order as follows:

* Dates (departure and return)
* Destination
* Health documents (e.g.Inoculations/vaccinations update)
* Hotels
* Insurance
* Itineraries
* Meetings/conferences
* Money
* Passport and visas
* Tickets

Travel method, and each item ticked as it is dealt with, so that nothing is forgotten. Then a new folder should be labelled with the name of the person travelling, destination, dates of departure and return. Into this folder can be placed all the documents connected with the business trip.

The itinerary will have to be prepared next. It may need redrafting several times, depending upon the length of the trip, transport arrangements and the number of commitments (eg meetings) abroad. An itinerary is a programme of events for a trip, listing travel and accommodations arrangements in date and time order for easy reference.

The itinerary contains:

* Date and time departure
* Airport, airline, terminal number and flight number (for air travel)
* Coach and seat number (for rail travel)
* Time of arrival at each stopping place
* Names, addresses and telephone numbers of hotels
* Engagements – names, addresses and telephone numbers of people being visited.
* Date of return

An extracts from a typical itinerary for an Executive travelling from Glasgow to New York for 3 days may look like this.

M Besnat – visit New York

TUESDAY 13 JAN 2018

07.00 Hrs Taxi from home to Glasgow Airport

07.45 Hrs Check in Glasgow Airport (minimum check-in time of 30 minutes for international connections.

08.15 Hrs Depart Glasgow flight BA 4863

09.30 Hrs Arrive London Heathrow

11.00 Hrs Depart London Heathrow flight BA 175

13.50 Hrs Arrive New York (J F Kennedy Airport)

Single room with the bath reserved at the Chimutunzi Executive Lodge.

(Confirmation attached)

Mr Lumumba Mkhalipi’s schedule for a trip to the Nc’wala Ceremony in Chipata. 26th February 2018.

|  |
| --- |
| **ITINERARY**  06:00 hours Departure from Chongwe.  11:00 hours Arrive in Chipata  12:00 hours Lunch at Protea Motel.  14:00 hours Tour round Mtenguleni Village.  16:00 hours Tea at WildLife Hall.  18:00 hours Depart Kapata Bus Stop.  24:00 hours Arrive back at Chongwe. |

**12.6 APPLICATION FOR A PASSPORT**

M Besnat needs a full passport, valid for 10 years and must obviously take this with her. For many countries a visa is required.

A visa is granted, usually by the foreign embassy, to say they agree to a certain person travelling to their country for limited stay only. The passport is stamped with the visa details – including the date the visa is valid from/until.

**12.7VACCINATION**

For some countries vaccinations are either compulsory or recommended, e.g. against typhoid, cholera. Yellow fever etc. small pox certificates are no longer required anywhere in the world

**Special note**

Some vaccinations should be carried out a few weeks before the trip – not left to the last minute if they are to be effective

Vaccination certificates should always be kept safely, preferably attached to the back of the passport with a rubber band.

**12.8 CURRENCY REGULATIONS**

Wherever possible the amount of cash taken abroad should be kept to minimum in case of loss or theft. Alternatives are:

Travellers’ cheques – these are available from banks and travel agents in different denominations. In most countries it is necessary to cash travellers’ cheques in a bank, as required. The holder must produce his or her passport as proof of identity

Credit cards – (MasterCard and Visa). These are acceptable in most countries abroad and can also be used to obtain cash. Regular business travellers usually have both types of cards as some countries/organization is likely to accept one than the other. Each cardholder is given a personal credit limit.

Eurocheques and eurocard – These are like an ordinary cheque card. They are acceptable in m any places on the Continent and in some countries outside Europe. Eurocards can also be used to obtain money from cash machines both in UK and abroad.

**12.9MODES OF TRAVEL**

By Sea

By Air

By Road

By Train

The method of travel chosen usually depends on

The distance involved

The amount of time available

The reason for the trip

The budget available

If you were going to Durban for a week your cheapest options would be coach or train or ship. A plane ticket would cost more but you would arrive quicker and therefore would not be as tired. For a business executive this is an important consideration, as he/she might have important meetings scheduled from the moment they arrive. For an organization time is money and from this point of view quicker he/she goes and returns to the office the better.

If you are planning a trip there are many modes of transport you can consider:

Private car Self-drive hire car

Taxi Chauffer driven car

Coach Helicopter

Cruiser liner Train

Scheduled plane Charter Plane

**Coaches**

Coaches are used mainly by ordinary travellers not business executives. They are useful, cheap alternative to air travel between most major towns and cities and often have routes where trains are not available. Some of the express coaches, travelling nationwide, are very luxurious and have hostess service and toilet facilities on board. Coaches are ideal for group trips as they can be hired in advance, the coach driver will stay with the group all day and will often return by a route which enables all people to leave the coach as near to home as possible

**Rail Travel**

The busiest, trains in the UK are commuter trains in and out of London and intercity trains. Season tickets are available for those who use commuter trains every day. On the other trains there are a variety of different ways in which people can travel for less than maximum fare, e.g. Saver tickets family rail-cards and reduced rates. The pricing system for British Rail is complicated. Basically, if you are prepared to travel when the trains are quiet you will pay less. If you travel in the rush hour you will pay more. Sleepers are available on long journeys as well as other facilities such as dining and shower rooms.

**12.10 MARKING DIARIES**

Most large organisations with executive who travel frequently have accounts with travel agency. A travel will do more than just book the tickets; a good one will offer a range of services to help business travellers.

The Air travel agents provide the following services…..,

* General rail, air and sea reservations and tickets
* Hotel reservations and voucher system
* Instant travel information and booking confirmation
* Special business travel insurance
* Airport representation
* Airtaxi or charter bookings
* Self or chauffeur driven car hire
* A passport and visa service
* Provision of interpreters or guide services
* Provision of travellers’ cheques or foreign currency
* Delivery tickets
* A travel news letter to business clients, keeping them up to date with new services
* Individual itineraries provided with all travel documents
* Good advice on cost effective travel options.

12.11 MAKING APPOINTMENTS

The type of additional arrangements required will depend on many things;

1. Duration: The length of the meeting

2. Participants: Who will be attending?

3. Agenda: What the meeting is about

4. Equipment: Booking of equipment such as flip charts, overhead projector, slide projector, video tape recorder etc.

5. Packing: Arranging for parking space especially if important and many people are travelling a long way by car.

6. Refreshments: Arranging for refreshments normally water/tea/coffee and biscuits but a buffet may be required if the meeting goes over a meal time.

7. Signs: Put door signs like meeting in progress or something similar and prevents interruptions

8. Map:shows how to find us maps might have to be sent to people who have never been before

9. Messages: for example saying any phones in the room must be diverted whilst the meeting is in progress. A list of people attending must be given to someone who can take messages on their behalf and the switch board informed.

10. Accommodation – may be required for people coming from out of town.

11. Paper work: any papers or documents required for the meeting must be prepared in advance

12. Miscellaneous: include paper, pencils, pens folders, water and glasses etc.

13. Reception: should be informed to usher people who are expected and when.

**SUMMARY**

Travelling can be very tedious and inconveniencing. Thorough arrangements must be made to ensure a safe trip and a comfortable stay at a hotel.

**REVISION QUESTIONS**

1. Prepare an itinerary for Mr Njolonjo who will be travelling to Kapinda village in Lundazi from Chongwe.
2. What is the name of the book which is published monthly this contains timetables for all the airlines in the world. Task
3. Consider advantages and disadvantages of each mode of transport.
4. List and explain the four modes of travel.

UNIT 13

**APPLICATIONS AND INTERVIEWS**

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| --- |
| **OBJECTIVES**  When you have mastered the information provided in this unit you should be able to:   1. Explain the framework of selection interview. 2. Explain the various selection interview techniques. 3. State the advantages and disadvantages of using interviews. |

**SUB TOPICS**

Sources of Information

Application letters

Interview Techniques

**13.0 INTRODUCTION**

Interviewing has two main objectives; getting information from applicants in order to make a selection decision and giving information to the applicant about the organisation and the job so that he or she can make an informed decision.

13.1 SOURCES OF INFORMATION

Employers who are successful in locating qualified employees use many sources to find the personnel they need. Typical among these sources are;

**13.1.1 Formal Job Advertising Outlets**

POSTERSHelp wanted signs placed in store windows or by escalators or other heavy traffic areas in the store.

MARKETING

Marketing education programs that provide in school and on the job training for enrolled students and are excellent sources for employers seeking qualified and well trained employees.

ADVERTISEMENTS

Advertisements placed in local, national or regional media (Journals, Newspapers, Gazettes, Radio and Television)

**13.1.2 Informal Job Advertisement Outlet**

REFERALS

Personal recommendations from current employees who often know of job openings and recommended interested applicants.

PROMOTIONS

Promotions and internal transfers ofofficers from one appointment to another.

FILE

Of persons previously interviewed for recent vacancies and people who have dropped in their application.

**13.1.3 Commercial job Outlets**

EMPOLYMENT AGENCIES

Private employment agencies that provide up-to-date listings of persons seeking work.

**13.1.4 Official Job Agencies**

SCHOOLS

High school and college career-planning and placement offices that make possible for employers to have direct contact with students seeking full and part time employment.

GOVERNMENT AGENCIES

State employment agencies that provide up-to-date listings of persons seeking employment.

**The Labour Office.**

Regardless of the kinds of employment sources employers might choose, the organisation image in the community is probably the one best means of attracting new personnel. Organisations who have a reputation for treating their employees fairly, providing satisfactory employee services, offering chances for advancement will easily attract new employees and employees who project a negative image will not.

**13.2 APPLICATION LETTERS AND THE CURRICULUM VITAE (CV)**

13.2.1 CURRICULLUM VITAE –CV

A curriculum vitae CV is a written record of your education and employment that you send when you are applying for a job. Normally a letter of application accompanies a personal data sheet. An application is one of the most important letters a person writes. It presents the individual to a prospective employer. The objective of an application letter is to the sell the applicant’s services. Thus, it must first attract favourable attention through its physical appearance. The contents of the letter should be planned not only to gain favourable attention, but also to develop interest of the applicant and to create a desire for her or his services. Finally, the letter should induce action on the part of the employer. Whether or not an applicant gets a job may depend upon how well the applicant letter is written. If a potential employer receives a poorly written, unattractive letter, the applicant likely will not be considered for employment. Thus, the letter must be carefully planned, written and arranged on a page. A correct letterstyle be used, and all the rules of Englishgrammar and punctuation should be applied. Each letter should be a high quality original-never a carbon copy, photocopy, or dot matrix printout.

13.2.2 APPLICATION LETTER

Application letters legally must be in one’s own handwriting as it depicts a true confession to seeking that employment vacancy; basically an application letter contains three or four paragraphs.

1. The first paragraph should be designed to attract the employer’s attention. It should indicate the job being applied for, the candidate’s educational and occupational experience, and suggest what the applicant can do for the potential employer.
2. Other paragraphs can expand on the opening statements and stress job qualifications. Also, if a resume is enclosed, attention should be drawn to it.
3. The last paragraph of the application letter should a direct request for an interview at the employer’s convenience. If an interview has been scheduled, the closing paragraph should thank the employer for that appointment.

Some job applicants think they must make their letter unique; so they try to be clever. They may use anecdotes, questions or breezy language in an effort to attract interest. Letters using such an unnatural approach are seldom successful; few business people finish reading them. Mostly employers are impressed by a natural sounding, straightforward letter that gives useful information about the job applicant.

13.3.0**INTERVIEW TECHNIQUES**

The Structured Interview

The Semi-Structured Interview

Unstructured Interview

Problem Interview

13.3.1 THE STRUCTURED INTERVIEW

For this interview, the interviewer prepares a list of questions to obtain specific information in advance. There is no deviation from these questions. Besides all candidates answer the same questions and their responses are usually recorded on a standardised form.

13.3.2 THE SEMI-STRUCTURED INTERVIEW

This Technique uses a partially planned interview whereby only the most important questions are prepared in advance. Thus, the interviewer is free to ask additional questions which make the interview more flexible. The use of this technique assists to collect factual information and to gain deeper insight in to specific aspects by asking additional; questions.

13.3.3 UNSTRUCTURED INTERVIEW

This interview requires little or no preparation. The interviewer may prepare a list of subjects to be covered but he or she also deviate from it and ask any questions deemed applicable to the specific situation. This technique allows the candidate to talk more freely about one’s self because the interviewer asks less explicit question e.g. the interviewer may ask the candidate to tell him or her something about himself or herself and the nature of his current or her current job. Care must be taken because a candidate with very good verbal skills does not impress the interviewer for the wrong reasons. It should therefore be remembered that the purpose of the interview is to collect job related facts about a candidate so that an objective evaluation of the various candidates can occur, unstructured interview has proved to be ineffective interview technique as a selective device so you are just advised to keep clear questions for doing an interview in a structured way.

13.3.4 PROBLEM INTERVIEW

In this case a candidate is confronted with a problem situation and is asked to describe or explain how she or he is going to solve the problem. This technique allows the interviewer to see the candidates’ thoughts in action and to observe certain characteristics that were not necessarily revealed in his curriculum vitae. The problem interview is similar to the ***performance simulation tests*** were problem solving is also used.

**SUMMARY**

The types of interviews as well as the techniques described should not be seen to as being exclusively defined. Obviously there would be completely problem oriented or totally structured or unstructured interview. These distinctions are rather academic in nature; they are theoretical frameworks that could be used whenever appropriate.

**REVISION QUESTIONS**

1. What are the does and don’ts of conducting and interview?
2. State and Explain the four types of interviewing techniques.

UNIT 14

**THE BUSINESS DOCUMENTS**

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| --- |
| **OBJECTIVES**  When you have mastered the information provided in this unit you should be able to:   1. State the documents used in the buying and selling of goods and services in home trade. 2. Explain the uses of business documents. 3. Fill in the business documents. |

**SUB TOPICS**

The purpose of Documentation Types of Business Documents and their uses Explanation of Terms of Sale Calculation of value added tax and other discounts

**14.0 INTRODUCTION**

For Business transactions to occur, written evidence on various documents have been designed to assist business people in communicating with each other and to keep a record of each transaction for any disagreements that may arise.The source documents are;

(1) Sales and Purchases invoices

(2) Debit and Credit notes for returns

(3) Bank pay in slips and Cheque stabs

(4) Receipts for cash paid out and received

(5) Correspondence containing other financial information

(6) Cash sale slip

(7) Tickets

(8) Petty cash vouchers

(9) Cash Docket

Documents used in Banking

(1) Bank Statement (of account)

(2) Pay-in-slip (paying in slip)

(3) Withdrawal slip

(4) Deposit slip

(5) Cheque book

(6) Credit card

(7) Visa card

(8) Automated Teller Machine – ATM

(9) Point Of Sale – POS

14.1 THE PURPOSE OF DOCUMENTATION

A source document is a business document which provides information that is to be recorded in the books of original entry.

Purpose of Source Documents

(1) They act as a source of information to be recorded into the journals

(2) They act as proof of business transaction

(3) They provide information such as;

Date of transaction

Type of transaction

Amount of money included

Mode of payment

Beneficiaries of transaction

Authorising office

14.2 TYPES OF BUSINESS DOCUMENTS AND THEIR USES

The following are the main business documents used by most business people for particular transactions that they carry out;

Requisition, Inquiry, Quotation, Order, Invoice, Dispatch Note, Advice Note, Delivery Note, Credit Note, Debit Note, Goods Received Note GRN, Receipt, Statement of Accounts.

|  |  |
| --- | --- |
| DOCUMENTS  PREPARED BY BUYER | DOCUMENTS PREPARED BY SELLER |
| 1.Enquiry  3.Order  11.Cheque | 2.Catalogue / Quotation  4.Invoice  5.Advice Note  6.Delivery Note  7.Consignment Note  8.Debit Note  9.Credit Note  10.Receipt  12.State of Account |

1. **INQUIRY**

This document is usually ***prepared in form of a letter*** to the wholesalers or manufactures asking for specific goods, their prices and terms of payment.

1. **QUOTATION**

This is reply to the letter of inquiry and the wholesalers now provide the retailer with the necessary information he wants he wants he wants that is the goods available, sizes, quantity, prices and terms of payment a quotation is sent in any of the following

(1). Catalogue

(2). Pricelist

(3). Estimate

(4). Tender

* **Catalogue**: instead of sending a quotation a catalogue is sent that has detailed information on most products held in their stock. This has pictures of each product and has a brief description of the products.
* **Pricelist:** A price list is a document that lists goods the seller has for sale and the price at which the seller is prepared to sell the goods written alongside the description.
* **Estimates:** is a special kind of quotation usually sent by the supplier in reply to an inquiry for a certain role to be done according to specific instructions e.g. the redecoration of offices.
* **Tenders**: tenders are used when offering to supply goods or services to an organization usually for a long contract period or where large sums of money are involved, it is not necessarily the lowest bidder may be accepted or may reject them all.

1. **ORDER**

An order is an instruction from the buyer to the seller to supply particular goods an order may be sent orally or verbally, by sending an order the buyer makes an offer to buy goods and if accepted by the seller and if accepted by the seller it becomes a binding contract of purchase of goods. An order is sent when the retailer is satisfied with the information he has received from the wholesaler.

WAYS IN WHICH THE BUYER CAN OBTAIN INFORMATION FROM THE SELLER BEFORE PLACING AN ORDER FOR GOODS.

(1) By telephoning the seller

(2) By the sending an inquiry

(3) By attending trade exhibition

(4) By requesting for proforma invoice

(5) By asking seller for demonstration

(6) By asking seller for visits: sales representatives

1. **ADVICE NOTE**

Goods have been dispatched when the wholesaler and retailer have confirmed the order the wholesaler sends the retailer an advice note which warns the retailer to expect his goods, this note arrives before the goods arrive to enable him to check the goods upon arrival.

1. **DELIVERY NOTE**

This has the same details as on the advice note that is the type of goods sent, the quantity, size and colour. This is for checking purposes by the consignee. When the consignee is satisfied with the goods sent he signs the copies and sends one copy to the sender as confirmation or receipt of goods. Used when the seller is using his own transport.

1. **INVOICE**

This is sent to the consignee as a record of the transaction stating all the details that were on the delivery note including the price of such items, the total price, trade discount and cash discount. The invoice starts the accounting process.

**An invoice is**;

- a bill for goods or services supplied by the seller to the buyer.

- Prepared by the seller and sent to the buyer.

- Sent when goods are sold on credit.

**Contains details such as;**

- Quantity and description of goods

- Units and total prices of goods

- Indicates the discounts offered if any.

- Indicates the terms of payment

- Value Added Tax (VAT)

- It starts the Accounting Process

- For: purchases day book & Sales Day Book

- it forms a basis of a contract of purchase or sale of goods.

**Letters E & O E**

At the bottom of an invoice may be printed letters E&OE Errors and Omission Excepted.

No erasing is allowed on an invoice if there appears an error either a debit note or credit note is used to correct the error. An invoice is usually prepared in several copies to serve as

1. Sales invoice
2. Purchase invoice
3. Advice note
4. Delivery note
5. Consignment note
6. Debit note
7. Credit note
8. Proforma

* When goods are sent on approval
* When seller wants payment before sends goods

This invoice is the official accounting document that is sent by the seller to the buyer demanding for payment for goods delivered

**Invoice Copies.**

* Incoming (received) invoice: ORIGINAL denotes credit-purchases
* Outgoing(sent out) invoice: COPY/DUPLICATE denotes credit sales

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| **INVOICE**  KAMUZYU FASHIONS  No:234554  To:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  |  |  |  | | --- | --- | --- | --- | --- | | QUANTITY | DESCRIPTION | DETAILS | UNIT PRICE  ZMK | AMOUNT | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  | TOTAL |  |   TERMS 1month 10%, 2months 5% 3months NET  Received by:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. **CONSIGNMENT NOTE**

This is a form of supplied by the carrier of the goods to the business despatching the goods to its customer to its customer. The carrier requests the following from the dispatchers

* Types of goods
* Number of packages
* Business address
* Receivers address
* Terms of delivery
* Carriage paid
* Carriage forward
* Consignor is the business sending goods
* Consignee is the business receiving goods

A consignment note is used only when the seller is using hired public transport to deliver goods to the buyer. It is sent together with the goods.

Example; Imata in Livingstone may use Zambia Railways to deliver goods to Edwina in Kabwe, the transporter ZRL prepares the consignment note in three copies. One copy to the buyer one copy to the seller and the other is retained by the carrier

* A consignment note is proof of delivery and produced by the carrier when claiming freight charges. It is also a request and instruction to the carrier to accept and deliver specified goods to consignee.

1. **DEBIT NOTE(You owe me)**

The main purpose of using a debit mote is to

* Notify the buyer that he is a debtor of goods oversupplied to him.
* Notify the buyer that he has been undercharged.
* Notify the buyer of further expenses which could have been included on the invoice such as transportation, insurance, containers etc.
* To correct errors on the invoice

1. **CREDIT NOTE (I owe you)**

This is pointed in Red to distinguish it from the invoice. The purpose is

* To reduce the amount indicated on the invoice
* Notify that the buyer is overcharged
* To recognise the return of empty cases
* To recognise the return of some goods by the buyer
* To notify the buyer that he has been undersupplied
* To notify a refund in books

1. **ESTIMATES/TENDER**

The tender method of method of buying goods and services is used where the buyer advertise the intention to buy goods or services through either;

* Newspaper
* Magazines

1. **STATEMENT OF ACCOUNT**

This summary of all the business transaction carried out during a given month or period it request for payment from the buyer for unpaid balance or debt at the end of a month. It enables in his books. It shows the amount owing at the beginning and end of a given period.

1. **CHEQUE**

A cheque is a written order from a bank account holder instructing the bank to pay a specialized sum of money to the person whose name appears on the cheque.

Parties to a Cheque

1. Drawer: the person who writes signs and issues the cheque.
2. Drawee: the bank maintaining the account on which the cheque is drawn
3. Payee: the person who is named on the cheque to whom the money should be paid.
4. **RECEIPT**

This is the document that acknowledges payment it is proof of payment, it issued to customers whenever any cash or cheque payment has been made as proof of payment.

|  |
| --- |
| CHAZINGWA WHOLESALERS  P.O.BOX 710008  NDOLA  TEL 021223231  **RECEIPT**  NO. 675  Date: ………………………  Received from: …………………………………………………………………………  The Sum (In Words)……………………………………………………………………  K  …………………………………..………………..Kwacha  Being Payment for……………………………………………………………………… |

1. **PRICE LIST**

This is simply a list of items sold by a seller with respective prices. The information contained is usually brief.

1. **ACKNOWLEDGEMENT NOTE**

This is a document sent by a seller to a buyer to confirm that the order has been received. It also confirms that the goods ordered are in stock and should be expected soon, it is used if goods ordered by their nature will take fairly long before they can be packed and be delivered.

14.3 EXPLANATION OF TERMS OF SALE

**Cash**

Prompt payment on the spot using liquid cash or cheques, cash transactions attracts cash discounts.

**Credit**

Deferred payment, the payment for the goods and services is delayed and made a later future date.

**Trade Discount, Quantity Discount, Cash With Order CWO, Cash On Delivery COD, Cash Against Invoice CAI.**

14.4 CALCULATION OF VALUE ADDED TAX AND OTHER DISCOUNTS

The Government raises revenue through taxing the citizens and business organisations to provide necessities and infrastructure, many businessmen and women do not feel happy when filling tax returns and may be tempted to conceal true accounting figures. A tax concession is one method used to encourage business activities and woe investors in a country. A very high tax on goods and services would cause inflation and severe suffering to low income bracket. Value Added Tax is calculated as a percentage of the goods and services. It is added to the cost of goods at every level of production and paid to the state.

**Exemptions**

Not all goods pay VAT due to certain legislation on fiscal policies some goods are exempted example;

1. Expenses on Entertainment
2. Private individuals
3. Car not for sale

|  |
| --- |
| CHINA TOWN  SHOPPING CENTER  CHONGWE  Cashier:0003  Date:2018-08-06 Time:09:36  Description Price Qty Amount  - - - - - - - - - - - - - - - - - - - - - - - -  Boom 32 2 64.00  Tooth brush 6 1 6.00  Lip Stick 11 111.00  Wildcat Energy 7 2 14.00  - - - - - - - - - - - - - - - - - - - - - - - -  Total 7 105.00  Discount 0.00  VAT (Rate:16.00%) 14.40  Cash Tendered 150.00  Change K45.00  - - - - - - - - - - - - - - - - - - - - - - - -  Thank you for patronage |

**SUMMARY**

Business involves the buying and selling of goods and services using money as a medium of exchange. Documents are very important as they keep a permanent record.

**REVISION QUESTIONS**

1. Draw the following document.
2. Invoice
3. Receipt
4. Credit note