
Office Procedures Syllabus

Unit 1: Employment Testing

- I. EMPLOYMENT INFORMATIONAL MEETING
 - A. Introduction to Tisdale Enterprises
 - B. Positions Available
- II. TIME TO WORK ON RESUMES
 - A. Complete Résumé and Letter of Application
 - B. Complete Application
- III. EMPLOYMENT TESTS (CAN SERVE AS DIAGNOSTIC TESTS)
 - A. Clerical: Math, English Skills, Filing
 - B. Problem-Solving Scenarios
 - C. Accounting Principles

Unit 2: Rotation 1

See Director's Manual for Minimum Positions

- I. IMPORTANT OPERATIONS:
 - A. Fill Customer Orders
 - B. Payroll
 - C. Bills
 - D. Supply Ordering
 - E. Outside-World Setup
 - F. Bank Accounts Setup
 - G. Employee In-Service: Tisdale Enterprises Procedures and Clerical Support

Unit 3: Rotation 2

- I. IMPORTANT OPERATIONS:
 - A. Fill Customer Orders
 - B. Payroll
 - C. Bills
 - D. Fill Supply Orders and Bill to Outside World
 - E. Finish Tisdale Enterprises Calendar
 - F. Work on Telephone Packets
 - G. Turn in Requests for Tisdale Entertainment Shows
 - H. Employee In-Service: Leadership Training; Management Positions, The Office Team

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Unit 4: Rotation 3

I. IMPORTANT OPERATIONS:

- A. Fill Customer Orders
- B. Payroll
- C. Bills
- D. Fill Supply Orders and Bill to Outside World
- E. Outside-World Operations
- F. Employee In-Service: Marketing Training
- G. Attend a Tisdale Enterprise Movie Experience (More Sales Training if No Movie)

Unit 5: Rotation 4

I. IMPORTANT OPERATIONS

- A. Get Out Payroll
- B. Fill Customer Orders
- C. Make Sure Past Invoices Have Been Paid by Customers
- D. Complete Graphics Assignment
- E. Sales Department: Come up with a Sales Promotion
- F. Create a Job Description for Your Current Position, Listing All Duties
- G. Organize Position Files for Next Unit
- H. Complete a Job Choice Request, 1st, 2nd, and 3rd Choice
- I. Employee In-Service: Keeping Organized and Job Skills That Get You Promoted
- J. Complete Employee Evaluation
- K. Complete Employee Test
- L. Auction: Donated Objects for Sale; Money from Personal Checking Accounts

Unit 6: Rotation 5

New Job Posting; Salary Increases

I. IMPORTANT OPERATIONS

- A. Payroll
- B. Fill Customer Orders
- C. Make Sure Past Invoices Have Been Paid by Customers
- D. Graphics Assignment
- E. Sales Department: Come up with a Sales Promotion
- F. All Employees and Outside World: Deposit
- G. Bank: Get out Statements This Week
- H. Department Store and Grocery Store: Make Sure Everyone Has Ordered
- I. Income Tax Preparation
- J. Employee In-Service: Accounting Procedures and Business Operations

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Unit 7: Rotation 6

I. IMPORTANT OPERATIONS

- A. In-Services on:
Overview of Company and Outside-World Duties
Staying in Control
Dealing with the Unexpected
Safety on the Job
- B. Order processing
- C. Employee Evaluations
- D. Pay Bills
- E. Deposit Checks

Unit 8: Rotation 7

I. IMPORTANT OPERATIONS

- A. Salary Increases & Payroll
- B. Fill Customer Orders
- C. Make Sure Past Invoices Have Been Paid by Customers
- D. Graphics Assignment
- E. Sales Department: Come up with a Sales Promotion
- F. All Employees and Outside World: Deposit
- G. Bank: Get out Statements This Week
- H. Department Store and Grocery Store: Make Sure Everyone Has Ordered
- I. Employee In-Service: Handling Complaints and Grievances

Unit 9: Rotation 8

I. IMPORTANT OPERATIONS

- A. Payroll
- B. Fill Customer Orders
- C. Make Sure Past Invoices Have Been Paid by Customers
- D. Graphics Assignment
- E. Sales Department: Come up with a Sales Promotion
- F. All Employees and Outside World: Deposit
- G. Bank: Get out Statements This Week
- H. Department Store and Grocery Store: Make Sure Everyone Has Ordered.
- I. Employee In-Service: What Makes a Successful Business; Closing the Books
Ending UNIT 10:
Operations

Unit 10: Last Week Debriefing

I. END OF OPERATIONS PROCEDURES

- A. Close All Books
- B. Debriefing
- C. Review of Business Procedures
- D. Employee Evaluations
- E. Auction
- F. Semester Test (May Include Post-Test from Employee Tests)