

PALAU COMMUNITY COLLEGE
Office Administration – Associate of Applied Science Degree

INTERNSHIP
Task Listing Sheet

Course NO. & Title: Internship

Credits: 4

Task Number	Tasks
1	<p>Perform Typing Duties using (Microsoft Works, Microsoft Word, Word Perfect, Excel, and Access, and PageMaker)</p> <ul style="list-style-type: none">Operate ComputerPrepare and type business lettersPrepare and type memorandumsPrepare and type reportsPreparing job announcements and posting themType/Fill formsType/labelsType envelopesType cardsType outlinesType itinerariesType other office documentsMake copiesProofread typed materialsEdit typed materialsCollate documents
2	<p>Perform Filing Duties: Log incoming records</p> <ul style="list-style-type: none">Log outgoing recordsProcess correspondence for filing<ul style="list-style-type: none">Inspect recordsIndex/Code recordsPrepare cross-reference for recordsSort and place materials in filesFollow procedures for handling classified recordsRetrieve information from filesCharge-out records from filesFollow up records borrowedTransfer inactive recordsPrepare a record of transferred files/disposed filesDispose nonessential recordsColor code recordsUpdate customers database file using computerPrepare customer's card fileSupervises the maintenance of files
3	<p>Maintain appointment book</p> <ul style="list-style-type: none">Process /Place requests for appointmentsDetermine nature of appointmentsCheck appointment calendar

Assign time, date and place of an appointment
Record appointment on calendar
Cancel or reschedule appointment
Prepare schedule of appointment

- 4 Receive visitors
- Greet visitors
 - Obtain name and nature of visit
 - Route visitor
 - Provide information following office regulations
 - Make visitor comfortable during waiting period
 - Take messages
 - Make appropriate introductions
 - Maintain log of visitors
 - Arrange reception room and coffee service
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- 5 Perform Telephone Duties
- Answer the telephone
 - Place local and long-distance calls
 - Transfer or refer calls
 - Screen telephone calls
 - Record/Deliver messages
 - Maintain record of long-distance calls
 - Operate facsimile
 - Inquiring telephone services
 - Apply telephone etiquettes
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- 6 Process mail: Receive mail
- Log mail
 - Stamp for date/time
 - Open/Distribute mail
 - Fold and insert letters and enclosure
 - Address letters and packages
 - Stamp and seal envelopes
 - Calculate postage rate
 - Prepare packages for shipping/mailing
 - Trace mail
 - Use and Communicate via E-mail and Internet
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- 7 Scheduling office meetings/conferences
- Select a room
 - Prepare agenda
 - Notify meeting member about the meeting/conference
 - Make preparation for meeting/conference
 - Prepare folders for meeting/conference
 - Make plans for entertainment after conferences
 - Follow up on written notice of meeting
 - Record and type minutes of meetings
 - Make travel arrangement
 - Make reservation (travel, hotel, transportation, etc.)
 - Prepare itineraries or schedules
 - Prepare folders for travel
 - Assist in checking in/Welcoming arrivals

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- 8 Handle office bookkeeping functions
- Preparing Billings
 - Preparing Receipts
 - Journalize business transactions
 - Post journal entries to general ledger
 - Prepare Trial Balance
 - Complete Worksheet
 - Prepare Financial Statements
 - Record adjusting and closing entries in journal and post to ledger
 - Maintain cash control systems
 - Checking account
 - Deposit/Withdraw / Reconcile
 - Petty cash fund
 - Establish/ Replenish/Increase or Decrease/Close
 - Company's credit cards
 - Prepare Payroll Records
 - Check accuracy of general ledger balance
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- 9 Perform Other Office Duties
- Maintain inventory
 - Check/Update inventory
 - Order supplies
 - Distribute supplies
 - Post Bulletin and announcements
 - Schedule/Prioritize Work
 - Maintain Office/Workstation clean
 - Deliver items
 - Run Errands
 - Look up information
 - Apply safe working practices and procedures
 - Operate various office machines
 - Demonstrate professional human relations skills at work
 - Search information needed for office operation
 - Others
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- 10 Supervise other office support staff
- Assist in setting up policies and procedures
 - Assist in evaluating office support staff
 - Organize tasks in the office
 - Assist in problem-solving
 - Training office support staff