

KINGDOM OF BAHRAIN  
Ministry of Education



مملكة البحرين  
وزارة التربية والتعليم

# INTRODUCTION OF BUSINESS MANAGEMENT

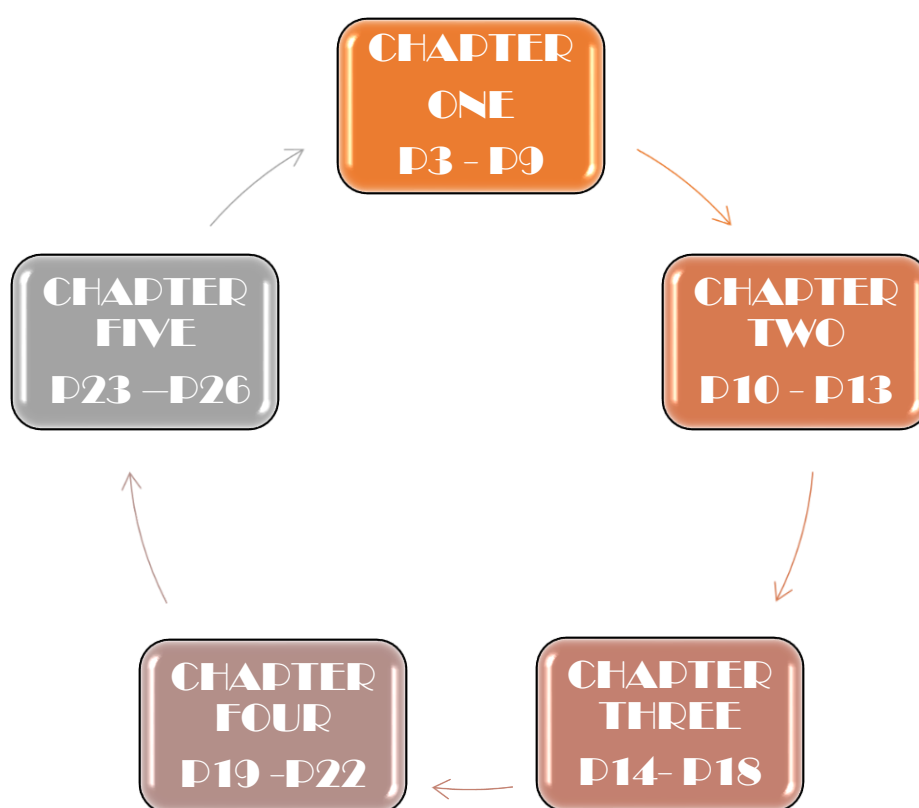


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# CONTENTS



( الكتاب المدرسي هو المصدر الرئيسي للمراجعة )

( THE BOOKS IS THE MAIN SOURCE FOR STUDYING )



## CHAPTER ONE OFFICE DESIGN AND FUNCTION

### What is an office ?

It is a place of business where professional and clerical duties are performed.

### What are the requirements for office ?

There are **two requirements** for office...

- **Legal requirements**: health and safety regulation.
- **Technical requirements**: Networking.

### What is the primary purpose of an office ?

To provide a workplace for workers.

### What are the ways of arranging the layout of an office ?

- How many people.
- How much space.
- Illumination.
- Resources.
- Infrastructure.
- Administration responsibilities.

### What are the types of an office ?

- A closed office.
- The cubicle office.
- A open plan office.



### The Closed Office:

Each person sit in a separate room, and has the own room with its own access.

There are advantages and disadvantages for the closed office:

<i>Advantages</i>	<i>Disadvantages</i>
More privacy.	Slow movement.
More security.	High cost.
Less noise.	Hard supervision.
	Less communication.
	Difficult movement.



### The Open Plan Office:

All employees sit close by using their own workstations without separation panels.

There are advantages and disadvantages for the open plan office:

<i>Advantages</i>	<i>Disadvantages</i>
Easy supervision.	Less security.
Fast communication.	Less cost.
Fast movement.	No privacy.
More teamwork.	



### The Cubicle Office:

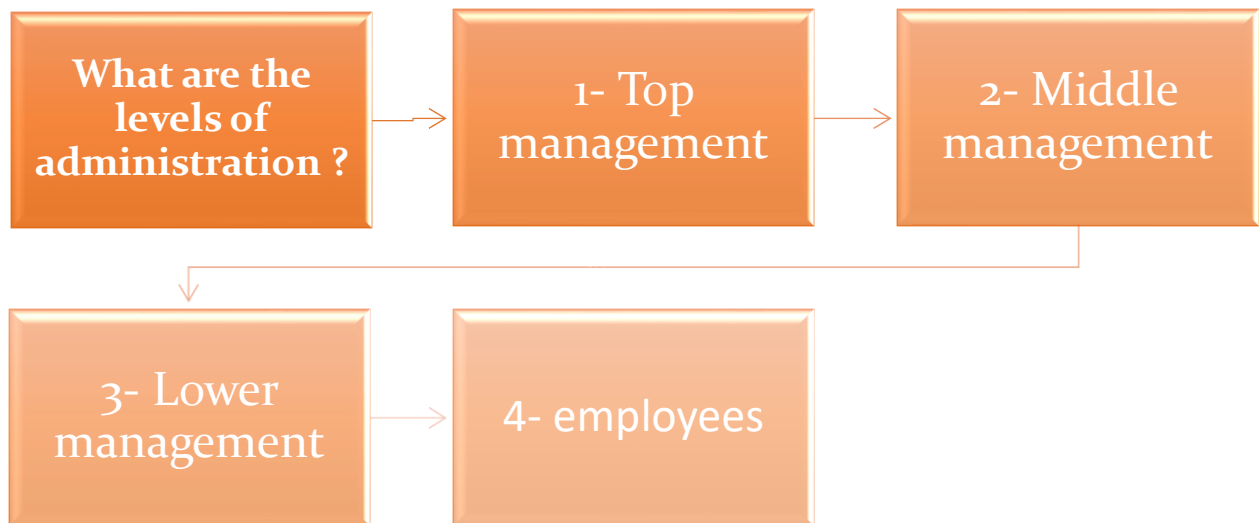
All workers sit with each other in the same room with partitions.

The characteristics according to the criteria in the cubicle office :

<i>Criteria</i>	<i>Characteristics</i>
Cost.	Less.
Communication.	More.
Teamwork.	Fast - More.
Movement.	Fast - More.
Security.	Less.

The characteristics according to the criteria for both closed and open office :

<i>Criteria</i>	<i>Opened</i>	<i>Closed</i>
Privacy	No privacy	More
Security	Less	More
Noise	More	Less - Little
Supervision	Easy	Difficult
communication	Fast - More	Less
Teamwork	More	Less
Cost	Less - Little	High



Each level has its own tasks..

**# Top management tasks:**

- Know about all types of management.
- Aware of business.
- Make long-term decisions.

**# Middle management tasks:**

- Specialized management.
- Carry out top management.

**# Lower management tasks:**

- Carry out management.
- Short-term decisions.
- Supervise employees.

**# Employees tasks:**

- Daily work.
- Carry out lower management decisions.

**The most common structure:**

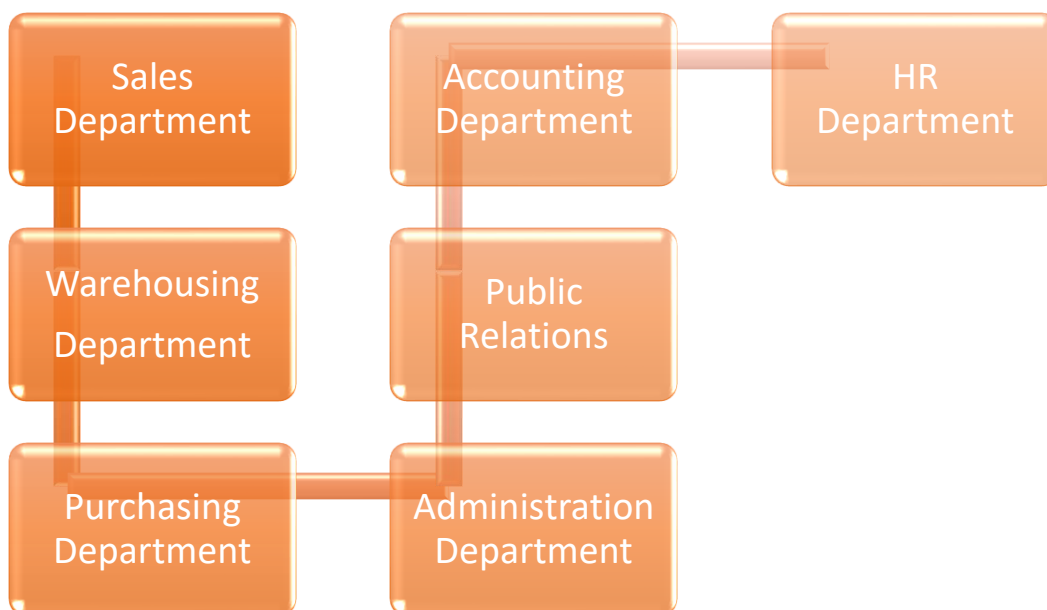
- General management.
- Managers or departmental heads.
- Supervisors
- Office administrators.

## What is an Organisational ?

It is a diagram that shows the relationship and relative ranks of its part and position.

Organisational may have: Administration and Production Department.

The following are different departments within a big organisation:



There are tasks for each department in the organisation:

### # HR Department tasks:

- Searching for employees.
- Recruiting.
- Keeping employees records.

### # Accounting Department tasks:

- Receiving payments from customers.
- Making payments to supplies.
- Banking and petty cash.

### # Public Relations Department tasks:

- Keeping relations between company and others.

### # Sales Department tasks:

- Selling goods.
- Advertising and promotion of goods.

**# Purchase Department tasks:**

- Buying goods from the supplies.

**# Administration Department tasks:**

- Mail.
- Security.
- Cleaning.
- Reception.
- Telephone.

**# Warehousing Department tasks:**

- Keeping stocks.
- Transporting goods.
- Keeping records of the stocks.

**( CHECK THE CHART PAGE 15 IN THE WORK BOOK !! )**

**Qualities of good employees:**

- Punctuality.
- Loyalty.
- Confidentiality.
- Non-discriminatory attitude.
- Positive attitude to change.
- Good appearance.
- Can work with others.

**# Punctuality:**

- Coming on time.
- Doing the work on time.
- Leaving on time.

**# Loyalty:**

- Treat the office like their own family and be respectful and loyal.

**# Confidentiality:**

- Private matters of the organisation. Should be kept in the organisation.



**# Non-discriminatory attitude:**

- Everyone should be treated the same way.

**# Positive attitude to change:**

- Try and learn the new concepts.

**# Good appearance:**

- Dress good.
- The dress and make-up should be simple.

**# Can work with others:**

- Learn to work with others.
- Respect their opinions.

**LEARNING POINTS: TEAMS IN BUSINESS IS A SMALL GROUP WHO PROCESS COMPLEMENTARY SKILLS AND WHO ARE WORKING TOGETHER SHARING THE SAME GOALS.**

**Employee's Obligations:**

- Attend in person.
- Be competent.
- Carry out.
- Arrive on time.
- Be honest.
- Work safely.
- Have good communication skills.
- Take good care of employer's property.

**Employer's Obligations:**

- Provide a clean and safe working place.
- Pay fair salaries.
- Give rights for an employee.
- Treat every employee the same.
- Give holidays.

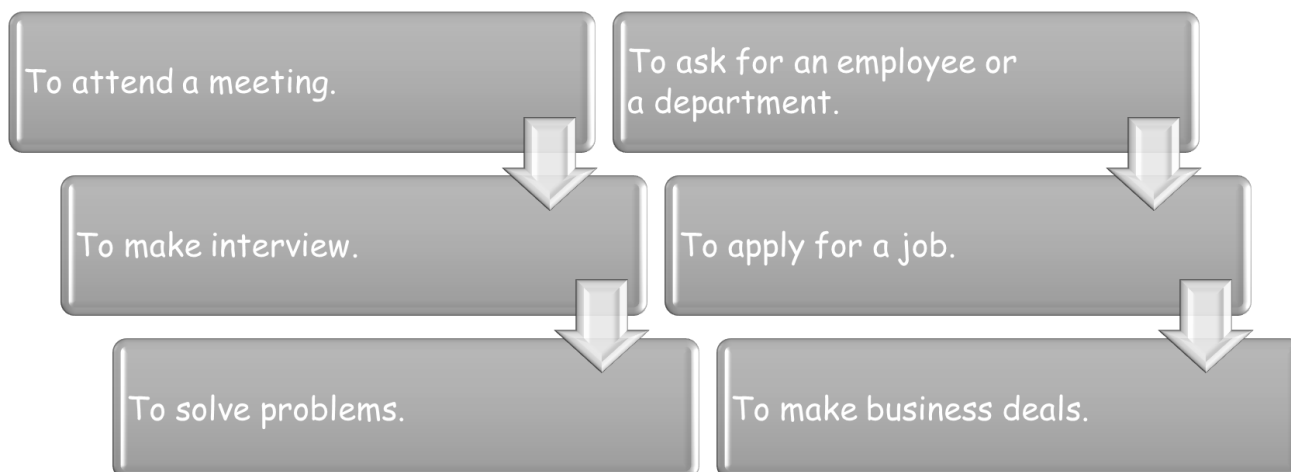


## CHAPTER TWO RECEPTION

### What is the importance of the reception ?

- First point of contact.
- Provides first impression to outsiders.
- Present the image of the business.

### Why do people visit the office ?



### What are the equipment and materials in the reception ?

- Visitors book.
- Telephone.
- Stationery.
- Drink facilities.
- Nice decoration.
- Filing cabinets.
- Computer.
- Security items.
- Desk.
- Seating area for visitors.
- Background music or TV.
- Reference book.

**EXAMPLE:** The equipment below are divided to Essential "very important", Quite important, or Not important:

ESSENTIAL	QUITE IMPORTANT	NOT IMPORTANT
TELEPHONE	TV	FOOD
FAX	MUSIC	GAMES
DESK	DRINKING FACILITIES	BED
SEATING AREA	NEWS-PAPER	MAKE-UP

### What are the qualities of a good receptionist ?

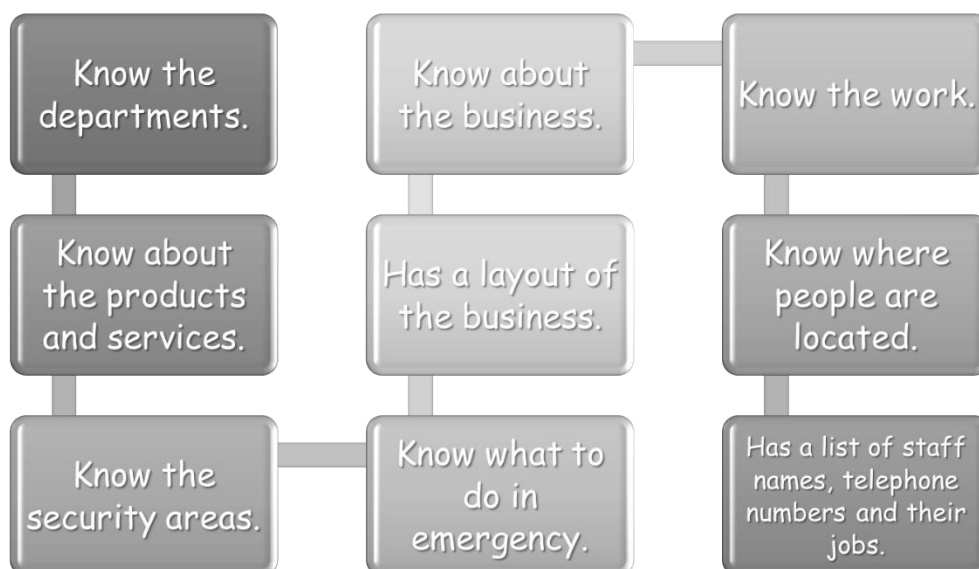
- Polite.
- Friendly, helpful, reliable, honest and able to work with others.
- Can multitask.
- Informed about the business, staff, and layout.
- Patient and have a good telephone etiquette.
- Good appearance.



### What is the positive image the receptionist has to show ?

- Dress well.
- Be well groomed.
- Look cheerful and welcoming.
- Smile when you greet people.
- Have time for people.
- Treat everyone the same.

### What are the skills the receptionist should have ?



### Receptionist Duties:

#### 1) What is the main responsibility of a receptionist ?

- Welcome visitors.
- Answer their questions.
- Answer the telephone.

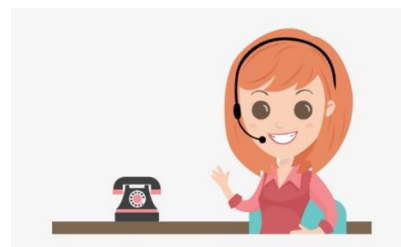


#### 2) What should the receptionist do when visitors are present?

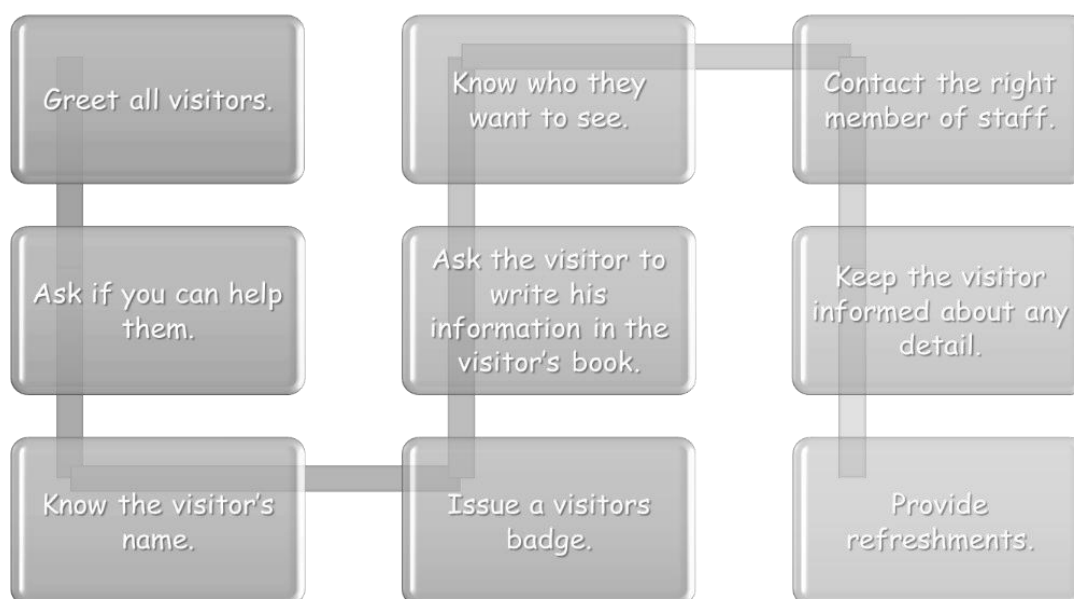
- Dealing with different types of people.
- Directing visitors to the right section.
- Keeping reception register.
- Making business phone calls.

#### 3) What should the receptionist do when NO visitors are present?

- Typing.
- Operating a telephone switchboard.
- Filing documents.
- Dealing with outgoing mail.
- Give basic first aid.
- Distributing incoming mail.



#### 4) How should the receptionist deal with the visitors ?



**Problems In The Reception Area:****1) Who are the unexpected visitors?**

- Visitors who have an appointment but you may have not been told about.
- Visitors who arrive earlier or later the expected.
- Visitors with no appointment.

**2) How to deal with unexpected visitors?**

- Try to solve the problem.
- Deal in a way the you continue to give a positive image of yourself and your company.

**3) How to deal with difficult visitors?**

- Be diplomatic and try to solve the visitor's problem.

**4) How to deal with visitor's complaints?**

- Listen and note down.
- Apologize and explain.
- Pass the complaint to the department.

**Reception Records:****1) Caller's register:**

For security and future reference.

- Keep a record of all the visitors who visit the organization.

**2) Appointment book:**

- To register all the appointments by date and time.



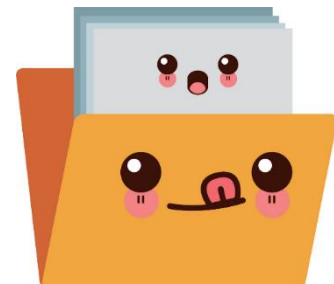
## CHAPTER THREE FILING

### What is filing ?

Filing is the arranging of documents in common groups according to some method of classification.

### Why do we file ?

- For future reference.
- To find documents quickly and easily.
- To keep documents clean and tidy.
- To save them from insects and dampness.



### What do we file ?

Product  
order form.

Application  
form.

Memo.

Invoice.

Orders.

Offers.

### How to know if the document is ready for filing ?

- If there's person's (manager/supervisor) initials.  
EXAMPLE : if the person's name is Eman Hassan Yahya the initials will be ( EHY ).
- The letter "F" which stands for "Filing" in margin top or margin bottom.
- Rubber stamp reading the word "File".
- A line drawn across on face of document "/".

What are the steps for following the movements of a file ?

**FIRST:** File is taken out from the filing cabinet.

**SECOND:** A colored folder is placed in the file.

**THIRD:** An absent card is placed in the colored folder.

**TIP :**

**ABSENT CARD IS USED TO SHOW DETAILS OF THE FILE TAKEN OUT OF IT'S FOLDER.**

**What to do with the dead files ?**

Remove them from filing system and store them in boxes.

**Why ?**

To have more space for new files.

**Departmental Filing & Central Filing:**

- Files can be organized **centrally** or **departmentally**.
- **Departmental filing** : each department will keep its own files.
- **Central filing** : all files of all departments are kept and controlled together in one place.

**What are the points and advantages for Departmental filing and Central filing ?**

CENTRAL FILING	DEPARTMENTAL FILING
Easy supervision.	Suitable for confidential files.
Effective follow up.	Easy to handle.
Less staff and equipment.	
Standard system for all departments.	

**Why is the Departmental filing is easy to handle ?**

Because the filing system is not so large.

**What are the methods of filing classification ?**

- Alphabetical method. "Arabian countries" , "Foreign countries"
- Numerical method.
- Subject method.
- Geographic method.

**Filing System:**

There are four filing systems which are..

- **Lateral Filing:** files are kept side by side on shelves.
- **Vertical Filing:** documents are placed into files that are arranged one behind the other.
- **Plan Filing:** this filing system is used for drawings, maps, plans and other documents which cannot be folded.
- **Microfilm Filing:**
  - **Advantage:** it saves place, reference to documents is fast.
  - **Disadvantage:** photos cannot be used for legal purpose.



**What are the needed equipment for microfilming ?**

- Camera.
- Platform.
- Reader / Printer.
- Jacketing machine.



### Filing Stationery:

What are the types of files / folders :

- **Box Files:** documents that need to be stored for short time.  
**Example:** Purchases, Orders, Cheques, Shores requisition.
- **Clip Files:** hold documents without punching a hole on them.  
**Example:** Cheques, Photographs, Contracts.
- **Hanging Files:** in vertical and horizontal filing systems.
- **Computer Report Files:** to add or remove computer printouts.



### Indexing:

What is indexing ?

It's a method of keeping small amounts of important information about the people who deal with the organization ? business daily and regularly.

What are the important information ?

- Names.    - Addresses.
- Phone numbers.                                      - Fax numbers.
- Internet addresses.

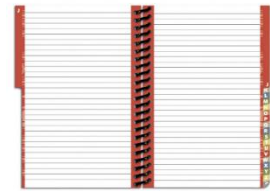
What are the types of indexing ?

- **Card Index:**  
A small box or cabinet stand upright in the box arranged alphabetically according to the customer's name, a small plastic tags show the alphabets.



- **Page Index:**

A notebook divided according to the alphabets. It's like a telephone directory.



- **Rotary Index:**

It's same as card index, cards can be removed and kept back, cards have small tags for alphabets.

**Filing Problems & Solutions:**

1) **Problem:** To many filing places.

**Solution:** Centralize filing of records of common interest or subject in one location.

2) **Problem:** The system does not fit the way materials is called for.

**Solution:** Study the possibilities of using alphabetic, subject, geographic, numeric or alphanumeric filing for certain specialized materials.

3) **Problem:** Missing files are hard to find.

**Solution:** Keep track of removed files with out guides.

**What are the misfile search tips ?**

- Look in the folders in front and behind the correct folder.
- Look between the folders.
- Look under all the folders.
- Check the misfiling.
- Check alternate spelling.
- Look in the subject related.
- Look in the year preceding and following.
- Be aware that the records may be in storage.



## CHAPTER FOUR TECHNOLOGY AND EQUIPMENT

**What are the changes made by technology ?**

- Great improvements in the efficiency of the work place.
- Large improvements in the productivity of workplace condition.

**What are the advantages of technology ?**

Speed.	Accuracy.	Saves time and human effort.	Better appearance for documents.
Provides more workplace.	More teamwork and communication.	Saves cost.	Resource efficient.

**Effects Of Technology:**

**The effects of technology on equipment:**

The equipment becomes smaller, lighter, simple, requires less power, less paper is required and less area.

**The effects of technology on computers:**

**1) Microsoft Word, it is used for:**

- Word processing.
- Typing documents.



**2) Microsoft Excel, it is used for:**

- Preparing accounts.
- Spread sheets.



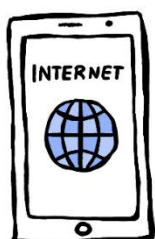
3) Microsoft access, it is used for:

- Database. Keeping records.



4) Microsoft Power Point, it is used for:

- Presentations.



### Internet:

**What is the Internet ?**

It is the transfer of information through the phone line.

**What are the advantages of the Internet ?**

- Easy.
- Fast.
- Safe.

**What are the requirements to use the Internet ?**

- Computer.
- Internet line from the Internet service provider. Like: Viva, Batelco, Zain.. etc.
- Telephone line.

**What is Website ?**

It is an internet page.

**What is Hyperlinks ?**

It's a web page that takes you to another page through.



**What is Search Engine ?**

It's is used for finding any website in the world. Like: Yahoo, Google, Mozilla, Fire Fox.. and more.





### **What is E-mail ?**

Its stands for "Electronic Mail". It is the fastest way of communication between two or more persons / organizations anywhere in the world.

### **What do we need to send and receive E-mails ?**

Com.

### **What is Telephone System ?**

It is the first technological way of communication in the world. It is the principal mean of communication.

### **Office Furniture:**

The office furniture should be environmentally friendly.

### **Office Appearance:**

Modern offices are much more personal.

### **Why?**

- It boasts employee's morale.
- It impresses customers and clients.

### **What does the modern offices have ?**

- More windows and lightings.
- Modern and chic furniture.
- There is a trend for open spacing the height of cubicle walls.



**Maintenance:****maintenance****Preventive  
Maintenance**

- **Regular check up daily or weekly.**
- **Basic to detect small problems.**
- **Report them to the supplier for correction.**

**Remedial  
Maintenance**

- **Starts as soon as the machine stops.**
- **It must be corrected immediately.**

**Comparison between Remedial Maintenance and Preventive Maintenance:**

CRITERIA	PREVENTIVE MAINTENANCE	REMEDIAL MAINTENANCE
Time Of Maintenance	Maintenance Before The Problem	Maintenance After The Machine Stop
Life Of The Maintenance	Long	Short
Cost	Low	High



## CHAPTER FIVE SAFETY AND HEALTH

### Why is safety important ?

- Protection for self and others.
- Saving time and money.
- Saving the assets from loss ad damage.
- Following the law of the country.

### Good Housekeeping In The Office:

### Why did the Japanese develop a "5S (Five Golden Rules) program ?

To ensure a well maintained, efficient, and effective workplace.

### What are the five principles of good housekeeping in office ?

- Sort.
- Set.
- Shine.
- Standardize.
- Sustained.

### How are the five principles applied ?

- Keep the office tidy and clean ( **Sort, Set, Shine** ).
- Healthy working environment in good condition ( **Standardize, Sustained** ).
- Maintain a first aid room to staff ( **Safety** as an additional rule ).



**Implication Of Safety:**

If safety wasn't maintained in the office, the organization and employees are going to face many problems..

**On employees:**

- Health problems.
- Fatigue and stress.
- Dissatisfaction.
- Absenteeism low.
- Less Loyalty.
- Less Productivity.

**On the organization:**

- High operation costs.
- Medical expenses.
- Low productivity.
- More accidents.
- Reputation and market share will go down.

**Hazards In The Office:**

What are the hazards in the office ?

Removing safety guards from machines.

Using faulty electrical equipment.

Slippery floor.

Standing on chairs.

Lifting heavy items.

Torn carpets.



**Some experts classify hazards as..**

- 1) **Physical Hazards:** Such as *noise, humidity, improper temperature, lighting and ventilation.*



- 2) **Electrical Hazards:** Such as *misuse, bad maintenance and un-insulated wires.*



- 3) **Mechanical Hazards:** Such as *trapping and cutting fingers.*



- 4) **Chemical Hazards:** Such as *smokes and anti-insect sprays.*



- 5) **Other Hazards:** Such as *polluted air, water dust and fire.*

### Health & Safety Regulations:

The Health and safety in Bahrain are based on international regulations.

### Corporate Responsibility:

The company / organization doesn't only protect the employees and employers, it also protect Public, Customers, Visitors, Delivery men and Social responsibility.

### **Reporting Accidents:**

An accident report must be filled to give details about an accident happened

#### **Why do we fill an accident report ?**

- To help the injured in case of insurance.
- It's a proof the accident happened at work and during the office hours.

### **Employer's Duties:**

An employer should provide..

- Safe and healthy working place.
- Safe equipment and efficient maintenance.
- Safe working system.
- Enough training in safety practices.
- Promote health and safety.



### **Employee's Duties:**

#### **What are the employee's duties ?**

- Take care of health and safety of themselves and others.
- Follow Safety practices.
- Participate with their employers to maintain health and safety.
- Refrain from misusing provided health and safety.