



## YWCA Toronto Skills Development Centre

# PROFESSIONAL OFFICE ADMINISTRATION

### Entry Level Skills Training for Clerical Jobs



**Monday, June 12 to Friday, June 16, 2017 | 9:30am-2:30pm**  
**(You must attend all 5 days to earn the certificate)**

*The Professional Office Administration is a certificate program being offered in partnership with the YWCA Toronto Skills Development Centre. This 5-day program is for newcomer women interested in administrative and clerical careers in Canada. LINC level 5 is required for this training.*

#### **During this 5-day program you will learn about:**

- Verbal and written communication skills for the workplace
- Data management and record keeping
- Office protocol and business etiquette
- Preparing and organizing meetings and making travel arrangements

For more information and to register, please contact Nicole at [nsutherland@ywcatoronto.org](mailto:nsutherland@ywcatoronto.org) or 416.266.0303 x24.

No TTC tokens provided.

[ywcatoronto.org](http://ywcatoronto.org)

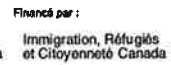


**YWCA JUMP** is an exciting program for newcomer women and girls over the age of 13, who are permanent residents, convention refugees or live-in caregivers with temporary work permits. *(Must provide documentation of record of landing.)*

3090 Kingston Road, Suite 205 | Scarborough, ON M1M 1P2 | 416.266.0303



**YWCA**  
TORONTO  
A TURNING POINT  
FOR WOMEN



## PROFESSIONAL OFFICE ADMINISTRATION TRAINING OUTLINE

### Day 1 – Verbal Communication

- General rules for in-person business greetings and introductions, including body language and vocabulary
- General telephone etiquette including screening calls and recording messages
- Handling difficult customers – theory and practice
- Tips and suggestions to improving listening skills

### Day 2 – Written Communication in the Workplace

- How to prepare various business correspondence – letters, memoranda
- Styles and formats of business writing – basic letter writing principles, punctuation and codes, and letters for signature
- How to read and fill various forms – invoices, order forms and shipping documents
- Procedures for handling and processing in-coming and out-going mail

### Day 3 – Data Management and Record Keeping

- Importance of data management and record keeping
- Types of filing systems – alpha, numeric, geographic, etc.
- Functions of a file room
- Management of active and inactive records
- Purging and shredding files

### Day 4 – Office Protocol and Business Etiquette

- How to set up and organize your work station
- Ordering and managing office supplies
- How to effectively use a day timer, manage time and improve workplace performance
- Planning and scheduling
- Interpersonal skills required for the office
- Workplace etiquette
- Confirming and clarifying instructions
- Tips and tools to general business protocol

### Day 5 – Preparing, Organizing Meetings and Making Travel Arrangements

- Preparations for formal and informal meetings and conferences including agenda, notices, resources, assembling supplies, reserving boardrooms, etc.
- Recording and preparing minutes of meetings
- Follow-up of meetings and conferences
- Arranging and participating in teleconferencing and team meetings
- Arranging and organizing travel arrangements
- Preparing itineraries, travel advance and expense vouchers

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