

KOENIG SOLUTIONS • COURSE OUTLINE

# Office Admin: Records, Meetings & MS Office Skills

Learn to manage office records, communication, meetings and essential software tools for effective daily administration.

**2 Days**

16 HOURS

**8**

MODULES

**24**

TOPICS

## COURSE OVERVIEW

This course covers the fundamentals of office administration, including the role of administrators, effective communication, time management and record keeping. It then moves into advanced strategies such as meeting and event management, office technology and software skills, financial administration basics, and office safety and emergency preparedness.

## WHO THIS COURSE IS FOR

Office Administrators

Administrative Assistants

Executive Assistants

Office Managers

Front Desk Coordinators

## LEARNING OBJECTIVES

- Explain the role and key responsibilities of office administrators
- Apply professional email etiquette and phone handling practices
- Organise workspaces and filing systems for efficient operations
- Maintain confidentiality and data protection in record keeping
- Plan and coordinate meetings, agendas and business travel
- Use Microsoft Office Suite and basic office automation tools
- Describe budgeting, invoicing and financial reporting processes
- Identify workplace safety regulations and emergency response procedures

## TRAINING APPROACH

Throughout the training program, interactive discussions, practical exercises, case studies, and role-plays will be used to engage participants and reinforce key concepts. Participants will leave equipped with the necessary skills and knowledge to effectively manage office operations and support organizational objectives.

# 8 Modules, 24 Topics

## DAY 1 Fundamentals of Office Administration

01

2 hours

### Introduction to Office Administration

#### TOPICS

Role and Importance of Office Administration · Key Responsibilities of Office Administrators · Overview of Office Management Systems

02

2 hours

### Effective Communication in the Office

#### TOPICS

Verbal and Written Communication Skills · Professional Email Etiquette · Handling Phone Calls and Messages

03

2 hours

### Time Management and Organization

#### TOPICS

- Prioritizing Tasks and Managing Time Effectively
- Organizing Workspaces and Filing Systems
- Implementing Time-Saving Techniques

04

2 hours

### Record Keeping and Documentation

#### TOPICS

- Importance of Record Keeping
- Document Management Systems
- Maintaining Confidentiality and Data Protection

## DAY 2 Advanced Office Administration Strategies

05

2 hours

### Meeting and Event Management

#### TOPICS

Planning and Coordinating Meetings and Events · Managing Meeting Agendas and Minutes · Organizing Business Travel Arrangements

**06****2 hours**

## Office Technology and Software Skills

### TOPICS

- Utilizing Office Software Applications (e.g., Microsoft Office Suite)
- Basic Troubleshooting and IT Support
- Introduction to Office Automation Tools

**07****2 hours**

## Financial Administration Basics

### TOPICS

Budgeting and Expense Management · Processing Invoices and Expense Reports · Understanding Financial Reports

**08****2 hours**

## Office Safety and Emergency Preparedness

### TOPICS

- Ensuring Workplace Safety Regulations Compliance
- Emergency Response Procedures
- Creating and Implementing Safety Policies

#### WHAT IS INCLUDED

## Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

#### ABOUT KOENIG

## Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

#### FLEXIBLE DELIVERY

## Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

## Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

Visit [koenig-solutions.com](https://koenig-solutions.com)

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