

ALPHA TERM SCHEME OF WORK FOR JSS2

BUSINESS STUDIES

WEEKS	TOPICS
1	The Reception of Office
2	Duties of A Receptionist
3	Right Attitude to work
4	Documents Handled by Receptionists
5	Office Correspondence
6	Procedures for Handling Incoming Mails
7	Office Document
8	Trade
9	Aids to Trade
10	Market
11	REVISION
12	EXAMINATION

WEEK ONE

TOPIC: THE RECEPTION OFFICE

The reception office is the first contact office which is well furnished and decorated to create good and lasting impression in the mind of visitor. It is an office where visitors or callers are welcomed and attended to. The office is well equipped with telephone, newspaper, journal, magazine, computer, fan and others.

A receptionist is an employee charged with the responsibility of receiving and directing visitors in a reception office.

Importance of a receptionist

1. The receptionist is important to receive and direct visitors
2. He/she creates awareness about the arrival of a visitor
3. Receptionist helps to keep and give necessary information on behalf of the staff
4. He/she is important to receive telephone calls on behalf of the organisation.

QUALITIES OF A RECEPTIONIST

1. She must...