

Syllabus

For the trade of

FRONT OFFICE ASSISTANT

Under CTS

2002

Designed by

Government of India

Ministry of Labour (D.G.E.&T.)

CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE

EN – Block, Sector – V, Salt Lake,

Kolkata-700091.

**List of the Trade Committee Members approved the syllabus for the
Trade of “Front Office Assistant” under CTS**

S/Shri

1.	H. Somasundaram, Director	C.S.T.A.R.I., Kolkata	Chairman
2.	A.K.Mitra, Ex- Director	A.T.I., Kolkata	Member
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10.	M.S.Ekambaram, ADT	-do-	Member
11.	Ashis Chakraborty, T.O.	-do-	Member

GENERAL INFORMATION

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|-----------------------------------|---|---|
| 1. Name of the Trade | : | FRONT OFFICE ASSISTANT |
| 2. N.C.O. Code No. | : | |
| 3. Duration of Craftsmen Training | : | Six Months |
| 3. Entry Qualification | : | Passed 10+2 Class Examination under 10+2 System of Education or its equivalent.(with English as subject) |
| 5: Unit Strength | : | 16 trainees |
| 6. Space for Workshop | : | 3.5 Sq m per trainee |

SYLLABUS FOR THE TRADE OF “FRONT OFFICE ASSISTANT”
UNDER CTS

PERIOD OF TRAINING : 06 MONTHS

Week Nos.	Trade Practical	Trade Theory
01	Safety and fire fighting practice	<p>Introduction : Objective and scope of the course and its employment opportunity focusing to the national and global scenario</p> <ul style="list-style-type: none"> ➤ Safety and electrical hazard awareness ➤ Awareness of Cross cultural activities of region/state/ country/abroad ➤ Organisational structure and functioning
02-09	<p>COMPUTER OPERATIONAL SKILLS Demonstration and identification of different input output devices – CPU, VDU, Keyboard, Interconnecting Cords, Hard disk, floppy disk, CD ROMs etc. Key Boarding Skills.</p> <p>Demonstration on Window O.S Booting practice, Use of task bar, start button, title bar, mouse menu and window’s help, using My Computer and Recycle bin etc.</p> <p>Opening and closing different windows, creating and renaming files and folder</p> <p>Hands on practice of basic files, Directory manipulation commands – COPY, EDIT, DEL, TYPE, MD, RD, CD, RENAME, MOVE, etc</p> <p>Introduction to Linux O.S.</p>	<p>Working principle of Computer Laser Printer, DOT Matrix INK JET Printer.</p>

	<p><u>DEMONSTRATION PRACTICE ON MS OFFICE:</u></p> <p>WORD PROCESSING (MS WORD) : Creating, Saving,quitting, Opening Document, Moving Around Document, Manipulating Windows using tool bar, Editing Text – Insert, delete, move, copy, paste , Finding, replacing text, spell check, grammar check etc. Creating modifying Tables and doing calculation, creating a formation of charts and graphs etc. Creating and printing merged documents using mail merge.</p> <p>WORKSHEET (MS EXCEL): Elements of worksheets, application of electronic worksheet and entering data in Worksheet, Saving and Quitting, Opening and Moving around worksheet, Formating cells, and Data copying, printing, editing and entering formula.</p> <p>DATA BASE (MS ACCESS:) Data-based Management system – Microsoft Access Interface, Title Bar, Menu Bar, Tables, Query, Forms, Reports , Opening a form, report, Printing and closing etc.</p>	
10-11	<p>INTERNET OPERATIONAL SKILL Networking concept, LAN WAN, Services on Internet – Websites(www) e-Mails, Voice Mails, Browser and search engines. Searching, Downloading, Printing, Saving portion of web page. E-Mail addressing, Inbox, outbox viewing, sending and saving mails. Sending same mails to various users(multi-address) sending attachment and enclosures. Web Page Transaction.</p>	<p>Networking and Internet Communication Concept.</p>
12-19	<p>Customer Relationship <u>Management(CRM) Training</u></p>	

	<p>CUSTOMER’S CARE SKILLS Communicating clearly with smile , avoiding jargon and slang, greeting early asking permission to hold respecting customer on hold, explaining transferring, offering service, building relationship by personal preference. (Using Microteaching and video recording and Role play)</p>	<p>CUSTOMER’S CARE SKILLS</p>
	<p>CROSS OCCUPATIONAL SKILLS : Dealing with enquiries, complaint , problem solving, listening to the problem, expressing concern, apologizing, committing to help, clarifying the details summarizing and confirming providing total solution checking satisfaction and offering more. FOCUSING ON RESULT : Achieving target, getting it right first time committing to improve.</p>	<p>CROSS OCCUPATIONAL SKILLS Individual and group behaviour for ➤ Organising and implementing, ➤ Communication and co-operation ➤ Application of mental Technique and learning methods ➤ Independency and Responsibility feeling ➤ Stress Bearing</p>
	<p>CONFLICT MANAGEMENT (HANDLING UPSET CUSTOMER) Listening sympathetically, apologizing, taking responsibility now, controlling emotions etc. MANAGING ANGER AND ABUSE: Listening positively, reducing anger by apologizing, Not taking personally, staying calm, be responsive etc.</p>	<p>CONFLICT MANAGEMENT (HANDLING UPSET CUSTOMER)</p>
	<p>TIME MANAGEMENT: Maintaining patience, responding and moving on, asking questions and offering help, summarizing, interrupting politely, using by name, meeting dead lines & target within time frame.</p>	<p>TIME MANAGEMENT:</p>
	<p>STRESS MANAGEMENT :</p>	<p>STRESS MANAGEMENT :</p>

	Staying positive and calm, keeping motivated, maintaining professionalism, contributing to the team and organisation, Various stress relieving technique.	
	TELE COMMUNICATION SKILLS Communication over Telephone for reminders/follow up of the event with Internal and external customer, Receiving & Dealing telephone calls. Delighting and Holding Customer	Working principle of EPBAX and various telephone customer services
	LISTENING COMPREHENSION AND PUBLIC SPEAKING: Developing speaking, Proficiency in English/ Hindi/Regional Language,	
20-21	Industrial Orientation	
22	Intercom Operation - Operation of different type of telephone instruments including cellular telephone - Identification alarms and Indications of a n EPBAX and its operation	- Working Principle of intercom, various telephone instrument using block diagram etc.
23	Plain Paper copier Operation Identification of different parts & connection- Paper cassettes, Power cord and other consumables - Operation and function of different controls, Alarms, Error codes Precaution. - Installation and testing-Paper setting & loading in paper cassettes, Installation of suitable Toner cartridge and testing for copy Test, Change of paper size, Canceling copying job. paper selection - Minor Maintenance Clearing Document Jam/paper misfed Replacing Toner Cartridge. Identification of problems Copy Problems, Photocopy quality, blank page, incomplete, Toner speckles, Toner smear, Page skew, curl or wave misformed character, vertical lines, drop outs, Grey background	- Working Principle using block diagram

24	<p>Fax Machine Operation And Maintenance</p> <ol style="list-style-type: none"> 1. Identification of different parts & connection:- Paper cassettes, power cord, hand set, line cord, coil cord, terminal box, printer cartridge, battery, etc. 2. Operation and function of different controls, alarms, error codes, precaution. 3. Installation and testing: Paper setting & loading in paper cassettes, connecting P&T Line and hand set, Installation of suitable printer Cartridge and testing for copy Test, transmission and reception test, Voice Request test, Reporting and study. 4. Minor Maintenance <ul style="list-style-type: none"> - Clearing Document Jam/paper misfed - Replacing/cleaning printer cartridge - Replacing Battery 5. Identification of problem <ul style="list-style-type: none"> - Flowchart study - Copy Problems: blank page, garbeding incomplete, Toner speckles, toner smear, Page skew, curl or wave, misformed character, vertical lines, drop outs, gray background - Communication Problem - Printing problem 	<ul style="list-style-type: none"> - Working Principle using block diagram
25-26	Preparation and AITT	

List Of Equipment and Machineries for the for the Trade of “Front office Assistant” (for batch of 16 Trainees)

Sl.	Item	Quantity
1	<u>Server Computer Loaded with N/W O.S</u> Processor:- Pentium-4, 1.6 GHz or Higher DR RAM :- 256 MB, HDD 40 GB, FDD:- 1.44MB, 52 X CD ROM Drive, 15” SVGA colour Monitor with 32 MB graphic adaptor, 104 KB, 10/100BPS Ethernet Card, Sound Card (Speaker & Microphone) Modem 56 KBPS	1
2	<u>Workstation</u> Processor:- Pentium-4, 1.6GHz or Higher.	1
3	SD RAM :- 128 MB, HDD:-20 GB, FDD - 1.44MB, SVGA Monitor 104KB, 10/100BPS Ethernet Card	8
4	Laser Printer	1
5	16 Port Hub	1
6	UPS 1KVA for server	1
7	UPS 0.5 VA for work stations	8
8	Dot matrix Printer	1
9	Multimedia projector	1
10	Colour Inkjet Printer	1
11	M.S. Office XP or latest (Academic version)	1
12	Antivirus Software ,	1
13	ISDN INTERNET CONNECTION with accessories	1
14	Over head projector	1
15	24” Colour T V	1
16	Digital Camera with computer compatible	1
17	VCD/DVD Player	1
18	Various pre-recorded Cassettes on CRM	1(One for each topic)
19	White Magnetic Board	1
20	Heavy Duty Plain paper copier	1
21	FAX Machine	1
22	Intercom Demonstrator	1
23	Digital Copier	1
24	OHP Screen	1
25	CD writer	1
26	Room A.C. 1.5 ton capacity	4
27	Castor wheel chair for trainees	16
28	Instructors table (Sunmica table)	1
29	Sunmica top table for equipment with drawer facilities to fit as per workshop layout.	11
	Instructors chair	1

