

INDEX

Sr.No	Topic
1.	Office structure - Job Readiness, Job portals
2.	Various types of industry - Organization structure
3.	Scope of career after graduation
4.	Office skills
5.	Communication -Verbal Communication, Written Communication
6.	Language skills
7.	Computer skills - Various office software
8.	Internet, mobile skill and social media.
9.	Product Knowledge
10.	Work place etiquette
11.	Record keeping in office
12.	Introduction to various office equipments.
13.	Job role- Accountant-Basic accounting, taxation & government laws
14.	Preparation in special with banking sector
15.	Job role-Back office executive
16.	Job role- Hospitality and reception
17.	Job role-How to attend and reply distantly and on phone
18.	Job role – Client care executive
19.	Customer/Client Relationship management
20.	Personality – Grooming
21.	Resume & biodata Preparation
22.	Interview Preparation
23.	Practical training

1. Office structure - Job Readiness, Job portals

- 1.1 Various components of office, like accounts, clerk, reception, marketing, etc.
- 1.2 Briefly on various job designation like Receptionist, Clerk, Back office, Marketing executive, Tele caller, Accountant etc.
- 1.3 Understanding of various job role, and their salary component
- 1.4 Linked in, naukri, quikr, glassdoor, etc

2. Various types of industry - Organization structure

- 2.1 Industry in surat-diamond, textile, etc. Service sector-CA, Doctor, etc
- 2.2 Organisation- Proprietor, Partner, LLP, Pvt Ltd., Corporate. Govt., Etc

3. Scope of career after graduation

- 3.1 What is career?
- 3.2 Diff between job and career.
- 3.3 Various type of career in every field of study.
- 3.4 Understanding skill gaps-NSDC

4. Office skills

- 4.1 Communication
- 4.2 Time management
- 4.3 Punctual
- 4.4 Co operative
- 4.5 Team work

5. Communication - Verbal Communication, Written Communication

- 5.1 Letter drafting,
- 5.2 Words to be used in communication
- 5.3 Communicating with others-voice-tone

6. Language skills

- 6.1 Basics of English- vocab, grammar- tenses, active-passive, routine sentences, etc
- 6.2 Clarity in pronunciation-Gujarati-english

7. Computer skills - Various office software

- 7.1 MS office-
- 7.2 Word
- 7.3 Excel,
- 7.4 Power point

8. Internet, mobile skill and social media

- 8.1 Search engine,
- 8.2 bE mail,
- 8.3 Downloads,
- 8.4 Payment applications.
- 8.5 Various mob apps, Facebook, Twitter, Instagram, etc. skype

9. Product Knowledge

- 9.1 Raw material,
- 9.2 process of manufacturing,
- 9.3 quality control,
- 9.4 ISO,

10. Work place etiquette

- 10.1 Tolerance,
- 10.2 Decision Making,
- 10.3 Promotion,
- 10.4 Progress of company.
- 10.5 Salary you deserve and desire

11. Record keeping in office

- 11.1 Records for boss/ self/juniors.
- 11.2 Networking

12. Introduction to various office equipments

- 12.1 Use and Knowledge of Computer- CPU, monitor, Printer, Scanner. Telephone EPABX, Filing of papers, other accessories

13. Job role- Accountant-Basic accounting, taxation & government laws

- 13.1 Tally, Credit-debit, etc.
- 13.2 Income tax, GST, Labour law, PF, etc.

14. Preparation in special with banking sector

- 14.1 Bank frame and clerk

15. Job role-Back office executive

15.1 Various office duties-purchase/sell, bill, records, etc.

16. Job role- Hospitality and reception

16.1 Meaning and theory

17. Job role-How to attend and reply distantly and on phone

17.1 Call Handling, Greeting, Ending Calls, Follow ups

18. Job role – Client care executive

18.1 Understanding of client/customer

19. Customer/Client Relationship management

- 19.1 MIS,
- 19.2 DMS software,
- 19.3 Feed back,
- 19.4 Suggestion for improvement

20. Personality – Grooming

- 20.1 Presentability
- 20.2 Stress management at work place
- 20.3 To develop listening ability
- 20.4 Self awareness and evaluation

21. Resume & biodata Preparation

21.1 Write up of personal resume with/ without experience

22. Interview Preparation

22.1 Interview question-Answers. Mock Interview

23. Practical training

23.1 To be trained in Real job role- 3 to 5 Hours in each job role

24. Certificate after performance evaluating course

24.1 Written and practical test