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JSS2 FIRST TERMS NOTES ON BUSINESS STUDIES

Week 1 & 2

Topic: The Reception Office

Content:

- Meaning of a receptionist
- Qualities of a receptionist
- Duties of a receptionist
- Documents to be handled by the Receptionist

A. Meaning of a Receptionist

A receptionist is a person employed to receive and assist visitors in an organization.

A receptionist receives messages from visitors and directs them to different offices in an organization. a receptionist gives the first impression about an organization.

A **receptionist** is an employee taking an office/administrative support position. The work is usually performed in a waiting area such as a lobby or front office desk of an organization or business.

B. Qualities of Receptionist

The qualities of receptionist are listed below:

- A good receptionist must be polite, and friendly especially to visitors
- He/ she must be receptive and be a good at relating with people
- A good receptionist must know how to operate the computer
- He/ she must learn how to relate with people
- He/ she must always be punctual/early to work
- Must have the ability to concentrate on specific important matters
- He/ she must be pleasant and show great intelligence to work
- He/ she must be able to work under pressure and yet do what is right
- He/ she must also have a good relationship with the workers of the organization

C. Duties of a receptionist

The duties of the receptionist can be broadly divided into two

1. Receiving callers
2. Handling telephone duties

Receiving callers: receiving callers and visitors is very important function of a receptionist because the first impression of the organization is from the receptionist. In receiving the callers/ visitors the receptionist does the following

- Welcomes the visitors politely and pleasantly by saying “can I help you, please?”
- He/ she offers a seat to the visitor
- He/ she directs them to the appropriate officer they are willing to see
- He/ she also receives information from the visitors

Handling telephone duties: The telephone is the most important link through which the organization communicates with other organization/ companies. Any call offers can actually offer opportunity to promote the image of the organization. In the process of handling the phones, the receptionist must be

- The receptionist should use pleasant and clear voice
- Must be cautious to the caller and ensure he understands what the caller is saying
- He/ she should keep accurate message
- The receptionist should be able to pass information through the network

D. Documents handled by a receptionist

The documents handled by a receptionist are explained below:

Visitor's book or record: A visitor's book in an organization is used to record information about the visitor or caller and what the visitor has come to do in the organization. The visitor's book contains: the name of the visitor, date of visit, address of the visitor, whom to see, purpose of the visit, departure and signature of the visitor.

A visitor's request form or slip: Many organizations require visitors to complete visitors request form or slip before they can be attended to. The slip contains information like : name and address of the visitor or caller, whom to see, purpose of visit. This will be given to the officer to decide if the person should come in or not.

Business card: A business card usually contains the name of the owner, his company, and his position in the company, his office address and the official telephone number. It is used to: introduce him/ her, save time for completing the visitor's book

Telephone message pad: The telephone message pad is used to record telephone messages for officers who may not be on their seats or are very busy. It contains information on date and time of call, name and address of the caller, caller's number and reason for call.

The diary: A diary is a record book for keeping daily activities. The receptionist uses it to record all future appointments, interviews and meetings. The diary contains spaces with dates for recording daily events and information.

E. Use of computer by receptionist

A receptionist must be able to use the computer to do the following:

- Receive messages from different offices
- Send messages especially about visitors request different officers in their offices
- Keep relevant records about his/her activities

Test and Exercise

1. ——— save time for filling the visitors form (a) business card (b) the diary (c) visitors slip (d) visitors book
2. A receptionist must be able to do the following with the computer except (a) keep relevant records about the activities (b) receive messages from different offices (c) involve in yahoo (d) send messages

3. ——— is used to record information about the visitor or caller and what the visitor has come to do in the organization. (a) visitor's book (b) diary (c) business card (d) all of the above
4. A visitor's book contains the following except (a) name of visitors (b) date of visit (c) the knowledge about the company (d) address of the visitor
5. A receptionist is very important in any organization. True/ false
6. The person who handles the phone and receive callers in any organization is called a (a) receptionist (b) office mate (c) the manager (d) the worker
7. The two major duties of the receptionist is ——(a) receiving calls and handling phones (b) sleeping and eating (c) talking and gossiping (d) gisting and visiting
8. A receptionist says ——— to welcome a visitor (a) what are you looking for (b) what can I do for you (c) "can I help you please?" (d) none of the above
9. All are the qualities of a good receptionist except (a) must be polite (b) must be punctual (c) must be lazy (d) must learn to relate with people
10. ———— is a person employed to receive and assist visitors in an organization. (a) manager (b) accountant (c) receptionist (d) marketer.

Week 3

Topic: Office Correspondence I

Contents:

- Meaning of Correspondence
- Types of mail
- Procedures for Handling mails
- Outgoing mails
- Internal mails

A. Meaning of Correspondence

For every organization, there must be an incoming and outgoing mail. Letters that come into the organization or company are referred to as incoming mail while those going out are coming outgoing mail. The volume of the incoming and outgoing mails depend on

1. The size of the organization
2. The nature of the business

The incoming and outgoing mails should be handled promptly and efficiently. The success of a company depends on how properly its mail is handled.

Mails come into the organization by hand, through the post or through electronic means (internet). Mail goes out of the organization or company by hand, by post or through the internet.

B. Types of Mail

- Incoming mails
- Outgoing mails
- Internet mails

C. Procedures for handling mails

Incoming mails

A company and its employees can perform their functions well if incoming mail are properly and efficiently treated.

Incoming mail contains the following

1. Enquiries about the company's activities
2. New orders for the company's product
3. Cheques from customers
4. Complaints from customers
5. Report
6. Information from individuals, business organizations and government

Postage Book: The postage book shows the following information about the letters posted, it contains the address, reference number, and the cost of postage.

D. Outgoing mail

The outgoing mail has to do with the information sent out from one organization to another organization.

Communication and interaction with the outside world is so important to the progress of companies. Hence, it must be handled well.

Mail Outward Book

Mail outward book is used to record letters that are going out of the organization. The mail outward book records outgoing mails for ensure that mail actually left the organization for their destination. Example

Date	Address to	Method of postage	Sender's name
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E. Treatment of Outgoing Mails

Letters going out of the company will usually be sorted into two categories:

1. Those to be sent by hand
2. Those to be sent by post
 - Outgoing mails must be recorded in the outgoing mail register for reference
 - Letters to be delivered by hand will be entered into the dispatch book.
 - The letters are weighed, sealed and stamped depending on their destination

Some of the equipment used in treating outgoing mails are

1. **Stamp fixing machine:** stamp fixing machine is used to fix stamps on envelopes. The stamps are bought and put in the machine, which means that the fixing stamps is faster and neater.
2. **Postage book:** After fixing stamps on envelopes or printing of the amount on envelop, the letters are then recorded in a postage book. The postage. The postage book shows the addressee, his address, reference number and the cost of postage.

E. Internal Mails

Internal mail refers to letters written by the organization either by an individual, unit head or the head of an organization directed to other member of the same organization.

Internal mail includes

- Application for leave
- Letter reporting a sick worker to the personnel manager
- Letters of promotion
- Termination of appointment etc.

Internal mails are entered into dispatch books and signed for at its destination in the office and they are always given immediate treatment.

Test and Exercise

1. Internal mail includes the following except (a) application for leave (b) letters of promotion (c) letter of employment in another company (d) termination of appointment

2. Outgoing mail should be (a) recorded in the dispatch book (b) thrown in the waste bin after reading (c) left unread (d) all of the above
3. The information sent out from one organization to another organization is called (a) incoming mails (b) internal mails (c) outgoing mails (d) all of the above
4. The mail sent from one department to another within the same organization is called (a) incoming mail (b) outgoing mail (c) internal mail (d) none of the above
5. ———book is used to record letters that are going out of the organization. (a) mail outward book (b) mail inward book (c) postage book (d) dispatch book

Week 4

Topic: Office Documents

Contents:

Meaning of Office documents

Types of Office documents

A. Meaning of office documents

Office documents are the books kept to show records of sales and purchases a company or organization makes.

Sales and purchases are made in business organizations so therefore those working in the company should keep proper records on the sales and purchases made in the organization.

B. Types of office documents

Types of office Documents are

1. The sales documents
2. The purchase documents

THE SALES DOCUMENT

Invoice: The invoice is an important business document. It is a document containing information about the goods sold and purchased. To the seller of goods, it is known as the sales invoice, where as it is known as the purchase invoice to the buyer.

An invoice usually contains

1. Name and address of the supplier or seller
2. Name and address of the buyer
3. Invoice number and date
4. The buyer's order number
5. Details of the goods purchased or services received from the sellers
6. Price per unit

7. Terms of payment
8. Trade discount and cash discount (if any)
9. Transport cost
10. Account number of the seller
11. Taxes payable
12. Error and omissions expected (E and O. E)
13. The signature of the manager

Five copies of an invoice are always prepared and they are distributed as follows

- Original copy belongs to the customer
- One copy is for the seller's account department
- One is kept in the sales department file
- A copy is sent to the seller's stores or warehouse
- The last copy is kept as a duplicate delivery note to be kept by the customer after delivery.

Debit Note: A debit note is usually sent by a seller to a buyer to indicate an increase in the amount (the buyer) owes. It is a document similar to an invoice

A debit note may be sent to a customer (buyer) if:

1. The seller undercharged the buyer on the invoice. For an example if goods worth #200 are invoiced at #150, a debit note of #50 will be sent to the customer for payment.
2. The seller sent goods of better quality which the customer has agreed to retain
3. For any reason the amount on the invoice is less than the one that is due from the customer

Day Book: The day book is kept by the supplier for the day to day records of every order received in a day book. It contains the name, the value of order, the order number etc. It is a quick means for checking orders.

PURCHASING DOCUMENT

The following are some of the purchasing document

- **Requisition:** A requisition is a document meant for internal use only. It contains all the things needed by the department and the type of materials, the quantity and size required. It must be signed by the head of that department and sent to the purchasing officer.
- **Letter of enquiry:** This is the letter that is compiled by the purchasing officer after collating the requisition from various departments. He later identifies possible supplier(s) He/ she sends a letter or makes a phone call to enquire the availability, price and possible delivery date of the goods
- **Order:** When a customer receives a catalogue and price list, he can then order goods by mail, phone or through the internet. The order form must contain the right details of the goods and services required by the customers. Copies of the order are usually sent to
 1. the supplier
 2. the buyer's goods inward section or the ware house
 3. the accounts department
 4. the buyer's file

Test and Exercise

1. ————— are the books kept to show records of sales and purchases a company or organization makes (a) office document (b) sales day book (c) purchase day book (d) postage book
2. the original copy of an invoice belongs to (a) the customer (b) seller's account department (c) sales department (d) seller's store
3. ——— is a document containing information about goods sold or purchased (a) debit note (b) invoice (c) sales document (d) day book
4. ——— is the letter written to state the needs of different department in an organization (a) letter of enquiry (b) requisition (c) debit note (d) credit note
5. A note sent to the seller to a buyer to indicate an increase in the amount the buyer owes is called (a) credit note (b) debit note (c) dispatch note (d) order

Week 5

Topic: Trade

Contents:

- Meaning of Trade
- Importance of Trade
- Forms of trade

A. Meaning of Trade

Trade can be defined as the act of buying and selling of goods and services. Trade involves two set of people which are the buyer and the seller of goods and services.

Trade involves the exchange of goods and services between a seller and a buyer. The exchange is always is always at an agreed price and within a period of time.

B. Importance of Trade

Trade is important because:

1. It is a means of easy exchange of goods and services
2. It makes a person gets what he/she needs
3. It makes a good transport system possible as this is needed for trading
4. Trading involves other activities that makes the country grow
5. Trade makes it possible for people to satisfy their wants

C. Forms of Trade

Trade can be classified into two forms. They are:

1. **Home Trade:** Home trade is also known as the domestic trade. It is the buying and selling of goods and services within the country. It involves the use of home or domestic currency. Example is buying cloths in Lagos and selling them in Porthacourt .Home Trade can be classified into retail and wholesale trade.

2. **Foreign Trade:** Foreign trade is the trade between two or more countries. It is the same as international trade. Example is the trade between Nigeria and United States of America (U.S.A). Foreign trade involves the use of different currencies and language. Foreign trade can be classified into :

- **Import:** It involves the bringing in of goods made in one country into another country. Example: Nigeria imports cars, machines from Britain.
- **Export:** It is concerned with the selling of goods to other countries either raw materials or finished goods made in one country. Example: Nigeria sells or exports cocoa, crude oil and other raw materials to U.S.A, Japan
- **Entrepot:** It is the re-exporting of goods imported from one country to another without adding any value to it. Example: Nigeria import cars from Japan and export it to Ghana.

Aids to trade: Aids to trade are the services that make trade easy to carry out. Examples are Banking, insurance, Advertising, Warehousing, Transportation etc.

Banking: This is the process of keeping money or other valuables for use at any time. The banks act as payment agent. They are lenders to the financial system because they provide funds for use by businessmen and women.

Insurance: Insurance is a process of passing risk and its effect from the insured (the person) to the insurer (the insurance company) Insurance ensures that the effects of risk in business are not too much on the insured businessman or woman.

Advertising: Advertising brings the consumer and the manufacturer together. It is a process of making all the goods that are available for sale to create consumer awareness. Advertising helps business as the information gathered by the consumers help them to make decision about the purchase of needed goods/

Warehousing: Warehousing is a process of keeping goods safe till the time it will be needed by the consumer or the buyer. Warehousing helps the businessman to plan appropriately on purchases and what to buy later. Warehousing helps to guide against wastage and provides a means through which goods produced now are kept for later consumption.

Transportation: Transportation is a process of moving goods from the manufacturer to the place of consumption. The process of trade is not complete until the goods produced get to the final consumer.

Test and Exercise

1. ——— is the act of buying and selling of goods and services (a) market (b) trade (c) home trade (d) entre port
2. Another name for home trade is (a) domestic trade (b) international trade (c) oversea trade (d) Nigeria trade
3. Foreign trade can be classified into all the following except (a) import (b) export (c) entre port (d) multi port
4. The trade within the same country is the (a) home trade (b) foreign trade (c) international trade (d) oversea trade
5. One of the importance of trade is (a) it makes stealing easy (b) cheating becomes easier (c) It makes a person gets what he/she needs (d) opportunity to travel all over the country

Week 6

Topic: Market I

Contents:

- Meaning of Markets
- Factors To be considered before establishing a Market
- Types of Markets

A. Meaning of Market

A market is a place where buyers and sellers are in contact with one another for the purpose of buying and selling.

Markets advertise or promote (something). Market is a regular gathering of people for the purchase and sale of provisions, livestock, and other commodities. It is an area or arena in which commercial dealings are conducted.

Market is a means by which buyers and sellers are brought into contact with one another for the purpose of buying and selling.

Examples of markets are the local markets with stalls, covered markets, shops and shopping mall, complexes which are located at big towns. Such markets include Agege market at Lagos, Gbagi market at Ibadan, etc.

B. Factors To be considered before establishing a market

The points below are important factors for a market to exist

- There must be goods and services
- There must be a buyer or buyers
- There must be a seller or sellers
- There must be a medium of exchange (money)

C. Types of Market

Types of market are listed below

1. **Financial market:** Financial markets are markets for borrowers of money and lenders of money for the purpose of aiding trade. Financial markets include the following
 - **Money market:** it is an institution that made money available for commercial purposes. Examples of money markets are: commercial banks like First bank, GTBank, Wema bank etc, merchant bank etc.
 - **Capital market:** Market for raising more money for business purposes. It is a market where shares are bought and sold. Example: stock exchange market.
2. **Commodity Market:** Commodity market are markets for raw materials which are used either for food or inputs, it is also a market for finished products like cars, television, books etc.

Commodity market can be classified into three:

- **Open air market:** It is the common market usually found in the villages and cities of West African Countries. Here sellers display their goods in the open air. In this market, goods are cheap at the open market because sellers do not pay for space but only pay a token to the local government as tax
- **Market stalls:** Stalls are some enclosures or rooms which usually have open fronts for the display of wares. They may even be kiosks or stands within large walled area, usually in big towns and cities.
- **Shop:** A shop may be a single room in a building, a number of shops in a location called a shopping centre for buying and selling.

Test and Exercise

- ———— is a means by which buyers and sellers are in contact for the purpose of buying and selling (a) market (b) house (c) office (d) farm
- Types of commodity market are the following except (a) financial market (b) open air market (c) market stalls (d) shop
- All the following factors affects the existence of market except (a) There must be goods and services (b) there must be a buyer or buyers (c) there must be medium of exchange (d) there must be a thief

- A market where goods are display in the open air is called (a) market stalls (b) shop market (c) open air market (d) all of the above
- A market goes beyond a venue of selling and buying. Yes/No

Week 7

Topic: Buying and Selling

Contents:

- Methods of buying and selling
- Procedures for buying and selling

A. Methods of buying and selling

Buying can be defined as the possessing or acquisition of goods by paying a certain amount of money as price for the goods. Sellers carry their goods to the market to sell and the buyers go to the market with money to exchange for goods they need. In order to exchange money for goods, a price has to be negotiated. The buyer will like to exchange money for goods he needs and the seller is willing to part his goods in exchange for money. Methods of buying are:

- **Buying by description or grade:** Due to the fact that some goods cannot be open for the buyers to see, goods like ice cream, beer, soft drinks cannot be open but the seller can only describe how it taste and the amount of satisfaction the consumer will gain from it. Drug manufacturers describe illnesses a drug can cure and also how fast it cures them “panadol relieves headache fast is an example”. The buyer trusts that the seller will give him the satisfaction. Some sellers express their trust by giving undertakings or guarantee that they would take the product back if it does not give the required satisfaction to the consumer.
- **Buying by sample:** This is the situation where some sellers allow consumers to taste or test their products before paying for them. It is buying by sample method. Goods commonly sold by sample include oranges, mango, a cloth seller can allow a customer to try the shirt on for fitness before paying for it. It is a common method of selling new products. Sellers of cloth materials cut small pieces for consumer to test by washing them. Manufacturers of new products usually give some quantities to potential customers as samples.
- **Buying by inspection:** Buying by inspection is a situation where the goods are displayed and the buyers inspect by checking or testing the goods, then a customer can decide if to buy the goods or not. E.g. A person who wants to buy a television will require the TV to be tested before paying for it, also a buyer inspect a tuber of yam before paying for it.

- **Buying by auction:** Buying by auction means that the person who wants to buy makes an offer for the goods. There is usually large number of bidders and the goods will be sold to the highest number of bidders i.e. the person who is ready to pay the highest price.

B. Procedures for buying and selling

Procedures for buying and selling are:

- **Cash Transaction:** This occurs when goods are bought and the money is paid immediately. In a situation like this the seller issues a receipt to the buyer as evidence of payment.
- **Credit sales:** This is a situation where the customers cannot pay for their goods and services immediately and promise to pay in a future date. Such customers are said to buy on credit. They pay in full or many times, that is known as payment by installments.
- **An enquiry:** This is a situation where a buyer wants to know about the goods he can buy from a seller. An enquiry is just a request for information about goods which a buyer wants to buy from a seller and to ensure a seller has specific goods.
- **Quotation or price list:** This is the letter a seller sends to the buyer in request to the enquiry. The seller sends a catalogue which will show the description of the goods. The marketing or sales department is responsible for preparation of a quotation or price list.
- **Order:** When the buyer receives a quotation from the seller, he prepares an order. An order is a firm request for buying goods or services. A number of copies are prepared, one to the seller, one to account department of the buyer and the last copy is kept by the department that needs the product.
- **Invoice:** An invoice is a document which shows a list of goods sent or services provided, with a statement of the sum due for the goods. It shows the discount and amount owed by the customer.
- **Proforma invoice:** A Proforma invoice is a document that states a commitment on part of the seller to deliver the products or services as notified to the buyer for a specific price. It is thus not a true **invoice**.
- **Delivery Note:** This is a note sent to ensure the goods ordered for have been delivered as per invoice. The delivery notes contains
 1. Quantity of goods delivered

2. Date of delivery
 3. Signature of the person delivery the good
 4. Signature of the receiver
- **Payment and Receipt:** After the delivery of goods, the buyer pays the monetary value of items in the invoice. It may be in cash or by cheque.

Test and Exercise

1. The process of paying a credit bit by bit is payment by (a) agreement (b) installment (c) joint (d) individual
2. The method of buying where the highest bidder gets the good is called (a) buying by inspection (b) buying by sample (c) buying by auction (d) buying by description
3. A note sent to ensure the goods ordered for have been delivered as per invoice is called (a) an invoice (b) delivery note (c) an enquiry (d) the order
4. Cash transaction occurs when (a) goods bought are paid for immediately (b) goods bought are paid for in the future date (c) goods bought are not paid for at all (d) when only half payment is made.
5. Which of the following department prepares the order for goods (a) production department (b) advertising department (c) purchasing department (d) financial department

Week 8

Topic: Distribution

Contents:

- Meaning of Distribution
- Channels of Distribution

A. Meaning of Distribution

It is the action of sharing something out among a number of recipients. It is the way in which something is shared out among a group or spread over an area. It is the action or process of supplying goods to stores and other businesses that sell to consumers.

Distribution is the process of moving a product that has been produced from the producer to the final consumer. The process of distribution is then called channel of distribution.

B. The Channels of Distribution

The channels of distribution are as follows:

- The producer/ manufacturer
 - The wholesalers
 - The retailers
 - The consumers
1. **The Producer/ Manufacturer:** A person, company, or country that makes, grows, or supplies goods or commodities for sale. A producer is someone or company that makes goods available for sale.
 2. **The Wholesaler:** The wholesaler is the trader who buys goods in large quantity, he / she buys in bulk from the producer and sell in small quantities to the retailers. The wholesaler is the middleman between the producer and the consumer. The wholesaler can be a company or an individual. They can be referred to as merchants, distributors or dealers. The wholesalers distribute raw materials for the production of consumer goods. The producers' deals directly with the wholesalers and the wholesalers deal directly with the retailer

3. **The Retailer:** The retailer is a trader who buys goods from the wholesalers in small quantity and sells to the consumers. The retailer is the last link in the channel of distribution. The retailer stands between the wholesalers and the consumers.
4. **The Consumer:** The consumer refers to an individual who buys products or services for personal use and not for manufacture or resale as a **Consumer**. A **Consumer** is a person who engages in acquiring and using goods and services to satisfy his needs and wants. The consumer is the one who pays to consume the goods and services produced. As such, consumers play a vital role in the economic system of a nation. In the absence of their effective demand, the producers would lack a key motivation to produce.

Functions of the wholesalers to the Manufacturer

The following are the functions of the wholesalers to the manufacturer

- The wholesalers markets and advertises the products for the manufacturers
- The wholesalers moves finished goods from the manufacturer to the warehouse , thereby creating space for the manufacturer to put new finished goods
- The wholesalers sometimes prepare a product for sale by replacing them.
- They finance the manufacturer by paying for goods in advance
- They help to give advice to the manufacturers
- They give information to the manufacturers about the goods produced.

Functions of the wholesalers to the Retailer

The following are the functions of the wholesalers to the retailer

- The wholesalers sell in small quantity to the retailer
- He helps the retailers to transport their goods to their destination
- They also help to finance the retailers by selling to them on credit
- They also help them in the acquisition of their duties
- They help in grading and packaging of goods
- They bear the loss or risk of any bad products
- They make goods available in small quantities

Functions of Retailer to the Wholesalers

- The retailers gather information from the consumer and sends it to the wholesalers
- The retailers help the wholesalers in advertising their products to the final consumer
- The retailer moves the goods from the wholesaler's warehouse thereby creating space for the wholesalers to stock more goods.
- They finance the wholesalers by buying from them in cash and paying in advance.

Functions of the Retailer to the Consumer

- The retailers make buying of goods easy to the consumer and brings goods nearer to the consumer
- They are everywhere , so therefore the consumer can get to buy whatever they want to buy anywhere
- The retailer opens his shop for business from morning till night and every day.
- He sells on credit to the customer
- He also assist the consumer in making a good choice
- The retailer discovered the needs of the people in their environment.

Functions of the Consumer to the Retailer

- They relate with the retailer as friends
- They give information to the retailer about the product sold to them
- The consumer finance the retailer by paying for products and paying in advance

Test and Exercise

1. The major an important channel of distribution is (a) the consumer (b) the retailer (c) the wholesaler (d) the producer

2. ——— Finances the producer (a) retailer (b) consumer (c) manufacturer (d) wholesalers
3. ——— buys in large quantity and sell in small quantity to the retailer (a) the consumer (b) the producer (c) the wholesalers (d) the retailer
4. All the following are chains of distribution except (a) manufacturer (b) wholesalers (c) traders (d) consumer
5. All the channels of distribution are important. True/ false
6. The channel of distribution is (a) process of distribution (b) location of distribution (c) the idea of the business (d) all of the above
7. The last link in the channel of distribution is (a) manufacturer (b) wholesaler (c) retailer (d) consumer
8. Those who buys goods to satisfy their wants are referred to as (a) producers (b) retailers (c) consumers (d) wholesalers
9. The action of sharing something out among a number of recipients is (a) combination (b) distribution (c) continuation (d) malnutrition
10. ——— and ——— is called the middlemen (a) consumer and producers (b) consumer and retailer (c) wholesalers and retailers (d) producers and retailers

Week 9

Topic: Bank Services I

Contents:

- Meaning of Bank
- Types of Banks
- Function of Banks
- Commercial Banking services
- Other Banking services

A. Meaning of Bank

Money can also be borrowed from the banks for business activities or for personal use. Banks play an important role in buying, selling and distribution activities in the economy. It is an aid to trade

B. Types of Banks

There are different kinds of banks in Nigeria. They include

Central Bank of Nigeria (CBN): The CBN is the government bank and it acts as the banker to other banks.

Commercial Banks: These are the most relevant banks to trade. They carry out their commercial activities to make profit like any other business. Some of the commercial banks in Nigeria are First Bank of Nigeria (FBN), Union Bank of Nigeria (UBN), Zenith Bank (PLC) Guaranteed Trust Bank (PLC)

Mortgage Banks: These are banks that are into granting loans to individuals and co-operate bodies for building purpose. Examples of Mortgage bank are Union Homes and Savings Ltd, AG Homes and savings Ltd etc.

Merchant Banks: These are banks which perform special functions such as accepting bill of exchange, issuing new shares, issuing loans for foreign transaction. They are sometimes called as **Acceptance Houses**. Examples: Merchant Bank of Africa, First City Merchant Bank etc.

Development Banks: These are banks which provide long term credit or loans to other enterprises for capital projects. They provide loans in the area of Agriculture, Commerce and Industry.

C. Functions of Commercial Banks

We are going to discuss the functions of commercial banks because it's the most common and relate with our course of study. Some of the functions are:

- They accept deposits (money or other valuables) from customers for safe keeping
- They lend to customers
- They serve as agent of payments
- They provide financial advice to their customers
- They facilitate international trade
- They issue traveler's cheque.

D. Commercial Banking Services

The most important function of the commercial banks is safe keeping of money until the owner needs it. To save money in the bank, a person must open a bank account with a certain amount of money. If you bring in money the bank will credit your account and debit your account if you withdraw the money.

Some of the services provided by commercial banks are:

1. **Opening and Operating a Current Account:** A current account is the account from which the owners can withdraw money at any given time provided there is enough money in the account. When a person wants to open an account, the commercial banks takes the person through the process of opening the account. Documents needed for completion to operate a current account in a bank include: a) Letter of introduction or references from persons who may be

existing customers of the bank or other banks.b) Personal data form given to him by the bank for completion.c) Specimen signature formd) Two (2) passport photographs to be returned with data form

2. **Opening and operating savings Account:** The commercial banks also involve in the opening of savings account. Savings Account is an account in which the money saved earns interest at prevailing interest in the economy at the given time. Deposits made into a savings account are not for a specified fixed period of time for the purpose of interest.

Requirements for opening a Savings Account

The following are some of the requirements for opening a savings Account

- An identification document (a) letter from employer plus an ID card (b) a driver's license or an international passport.
- Evidence of permanent address-recent PHCN bill with your name on it or with confirmation letter from your landlady or landlord.

When the account is opened, the bank will give the following documents to the customer.

- i. Cash deposit booklet or slip
- ii. Withdrawal forms/booklet
- iii. The bank identity card
- iv. A passbook
- v. Automated Teller Machine Card (If customers request for it and it is at a certain fee)

3. **Opening and Operating Fixed Deposit Account:** A fixed deposit account is a special account. In this account, money is kept for a specified period like six months or a year or more. Customers who have sufficient money not immediately needed for use operate fixed deposit account.

4. **Bank Statement:** It is the practice for banks to issue a statement of account to each customer monthly, bi-monthly or on a request. The following are the contents of a bank statement.

- i. Name of the customer
- ii. Account number
- iii. Payment or deposit made to the bank within a stated period
- iv. Withdrawal effected within the same period
- v. Bank charges for its service
- vi. Balance for the stated period
- vii. The address of the customer

Other banking services are:

- 5. Giving Overdrafts to customers
- 6. Issuing loans
- 7. Issuing traveler's cheque
- 8. Operating the Automated Teller Machine (ATM)
- 9. Operating E- Banking (Electronic Banking)

Test and Exercise

- 1. A bank perform all of the following services except (a) opening and operating a current Account (b) opening and operating fixed deposit account (c) issuing loans (d) discouraging people who wants to save
- 2. The following documents are required in opening a savings account except (a) passport photograph (b) PNCN bill (c) your personal clothing (d) identification document
- 3. Which bank is most important to the general public (a) Central Bank of Nigeria (b) commercial banks (c) mortgage bank (d) merchant bank
- 4. The following are content of Bank Statement except (a) name of customer (b) account number (c) address of the customer (d) the bank's policy
- 5. Customers who have sufficient money not ready for use is advised to open (a) savings account (b) fixed deposit account (c) current account (d) none of the above
- 6. A financial institution where money is put for safe keeping and where money can be paid out to the owners when the need arises is called (a) warehouse (b) bulk room (c) bank (d) school

7. Merchant bank is sometimes referred to as (a) acceptance houses (b) delivery junction (c) bulk room (d) acceptance location
8. The Government bank is the (a) commercial banks (b) Central Bank of Nigeria (c) merchant bank (d) mortgage bank
9. One of the function of the commercial bank is all of these except (a) they issue traveler's cheque (b) they facilitate international trade (c) they give loans for building purpose (d) they accept deposits
10. All the following are examples of commercial bank except (a) First Bank of Nigeria (b) Guarantee Trust Bank (c) Union Bank of Nigeria (d) Central Bank of Nigeria.

WEEK 10

Topic: Customs and Excise Duties in Foreign Trade

Contents:

1. Functions of the customs and excise authority
2. Preventive services and tax duties
3. Export promotional council and functions

Customs And Excise Duties

The customs and excise authorities assess and collect the customs and excise duties levied by the government as an important source of revenue. The customs and excise authorities make sure that the amount of certain imports does not exceed the quota or limit allowed to be imported within a specified period. Quotas are imposed to protect the local manufacturers from foreign competition and only a limited amount of foreign goods will be allowed into the domestic market to compete with the locally manufactured goods.

Functions of the customs and excise authority

- i) Collection of Tariffs: It assesses and collects revenue from tariffs and excise duties.
- ii) Supervision of Warehouse: The customs department supervises bonded warehouse.
- iii) Compilation of Statistical Records: The department compile statistics on export and import trade which is supplied to the government.
- iv) Prevention of Smuggling: The customs authority prevents smuggling and seize contraband goods.
- v) Supervision of Foreign Trade: It supervises foreign trade by ensuring that only licensed goods are imported and exported.
- vi) Enforcement of Ban: The customs authority ensures that bans on prohibited goods are enforced.

vii) **Provision of Quarantine Facility:** It provides appropriate quarantine facilities for the importation of livestock.

viii) **Completion of Documents:** The customs will ensure that customs declaration forms and other documents are completed.

Preventive services and tax duties

The service is mandated to collect Import and export duty tax, petroleum tax and import excise. It promotes the protection of revenue through the prevention of smuggling of goods across the country's borders. The service protects the boundaries of the country by preventing external aggression and promotes territorial integrity of the country. Import and export restrictions and prohibitions are supervised by the service.

Nigerian Export Promotion Council

Nigerian Export Promotion Council (NEPC) was set up to assist exporters in the course of exporting goods and to set out procedures for export trade. The council also assist in assessing the performance of Nigeria's export commodities in foreign market.

Functions of the Nigerian Export Promotion Council

The following are the functions of the Nigerian Export Promotion Council

- **Trade information service:** The Nigerian Export Promotion Council establishes and operates international trade information centres to provide prompt information service.
- **Organize training Activities:** NEPC organizes training programs, seminars, conferences, and workshops in export management and international marketing.
- **Creation of awareness:** The council produces publicity materials to publicize the export potentials of the country and by so doing create awareness for them and the council's activities.
- **Export development activities:** The NEPC helps to give advice on quality control, packaging, and product design to ensure acceptable standard of exportable goods.

- **Export Financing and Incentives:** It assists in financing export by evolving measures designed to make available export financing facilities, investment etc.
- **Trade Enhancement Activities:** NEPC reviews all liberalizes export procedures and documentation to enhance clearance at the port.

The Roles of Custom and Excise Duties in Foreign Trade are

1. Collection of Various dues like import duties (money paid on imported goods) and excise duties (money paid on exported goods).
2. Control of the flow of goods in and out of the country. Goods needed in the country are not allowed to be taken out
3. Collection of information and facts about trade to help planning by the government
4. Supervision of bonded warehouses (where imported goods are kept till duties are paid on them). The custom and excise department is in charge of bonded warehouses.

ASSESSMENT

1. List FIVE functions of the customs and excise authority?
2. List FIVE functions of the Nigerian Export Promotion Council?

SECOND TERM NOTES ON BUSINESS STUDIES

Week 1 & 2

Topic: Insurance I

Contents:

- Meaning of Insurance
- Principles of Insurance
- Types of Insurance
- Importance of Insurance

A. Meaning of Insurance

Insurance can be defined as the process whereby there is protection against any risk that may terminate life or destroy the business or individual property. Loss of damage to property may arise from accident, theft, fire, flood and so on.

Insurance can also be defined as the transfer of risk of life or property from one person that insures himself (called the insured) to another person i.e. the insurance company (called the insurer) in return for a fixed amount (called premium) which the insured has made to the insurer.

Insurance is a contract between the insured and the insurer. If any property is lost or damaged, the insurer will pay the insurer insured an agreed sum of money called indemnity.

Insurance companies in Nigeria

Insurance companies can be divided into categories, which are

Life Assurance: It is a contract between the person who takes out the policy called the assured and the assurance company. Examples of Life Assurance Companies are: AllCO Assurance Policy, GNI Life Assurance Ltd, Mutual Benefits Life Assurance Company Ltd etc.

include Cornerstone Insurance PLC, Sovereign Trust Insurance PLC etc.

B. Basic Insurance Principles

The following principles are used in guiding the contract of insurance

1. **Principle of subrogation:** This principle states that an insurance company can take the place of the insured after it has indemnified him by making necessary payments.
2. **Principle of indemnity:** This principle of indemnity states that in the event of any loss the insured has to be restored to the position he was before the loss.
3. **Principle of proximate cause:** This principle states that the cause of the loss or damage must be linked with the risk that was originally insured against.
4. **Principle of utmost good faith:** The principle of utmost good faith states that both the insured and the insurer must disclose all relevant information to each other.
5. **Principle of insurable risk:** This principle states that insurance can only be entered into if the risks involved are insurable.
6. **Principle of insurable interest:** This principle states that no person can be allowed to insure anything in which he has no insurable interest.

C. Types of Insurance

1. **Motor vehicle insurance:** Motor vehicle insurance is the most popular and commonest type of insurance policy in insurance Nigeria because it is compulsory for every vehicle to be insured in Nigeria.
2. **Burglary/ Theft Insurance:** Burglary or theft insurance policy provides protection against loss or damage to the property of the insured as a result of burglary or theft.
3. **Marine Insurance:** Marine insurance is a compulsory insurance that is taken for ships and boats on seas. It is one of the oldest forms of insurance. It covers loss or damage over goods, the ships or boats carrying the goods also.
4. **Life Assurance Policy:** This provides protection against loss caused by the death of the person (assured). It helps to reduce the financial problem which the death of the people can cause.
5. **Agricultural Insurance Policy:** Agricultural insurance is the newest insurance policy introduced into the insurance market by the federal government. It covers loss or damage to crops, livestock's, pest invasion etc.

D. Importance of Insurance

The Importance of insurance are as follows:

- It helps to reduce risk
- It helps to motivate workers in their business or job
- It is a means of savings; it serves as a means that encourages people to save
- It facilitates international trade
- It is a provision of old age
- It is provision against lives and property

ASSESSMENT

1. The compulsory insurance is a compulsory insurance that is taken for ships and boats on seas. (a) marine insurance (b) motor vehicle insurance (c) life assurance (d) agricultural insurance policy
2. All the following are types of insurance except (a) food insurance (b) burglary insurance (c) marine insurance (d) motor vehicle insurance
3. All of the following are importance of insurance except (a) It helps to reduce risk (b) It helps to motivate workers in their business or job (c) It is a means of savings; it serves as a means that encourages people to save (d) it is a way of cheating people
4. The newest insurance policy in Nigeria is (a) marine insurance (b) burglary or theft (c) agricultural insurance (d) none of the above
5. the most popular and commonest type of insurance policy is (a) agriculture (b) marine (c) motor vehicle insurance (d) life assurance
6. The money paid by the insured to the insurer is called (a) interest (b) bonus (c) premium (d) wages and salaries
7. The insurer is the (a) insurance company (b) the person who wants to protect his properties (c) the workers in the insurance company (d) the manager of the company
8. All of these are principle of insurance except (a) insurable interest (b) proximate cause (c) utmost good faith (d) life assurance

9. The principle that states that the loss or damage must be linked with the risk that was originally insured against (a) insurable interest (b) proximate cause (c) utmost good faith (d) subrogation
10. Insurance is also a contract between the ----- and ----- (a) husband and wife (b) children and parents (c) insurer and the insured (d) teachers and students

Week 3

Topic: Ledger Entries

Content

1. Meaning of a ledger
2. Items on a ledger
3. Classification of a ledger
4. Record cash transaction

Meaning of a ledger

A ledger can be defined as an important book of account in which all accounts are recorded . It contains account of individuals, account of properties (assets) of the business and also account of expenses and incomes.

Items on a ledger

The following are the items on a ledger

- **Date:** This is to record the actual time the transaction took place.
- **Particulars:** This explains the kind of transaction that took place, you will find sales, purchases, capital, cash under this column
- **Folio:** Folio is used to show the page of the book of original entry that was used to record the transaction before being transferred into the ledger
- **Discount received or given:** Discount allowed and discount received are presented under this column. This will provide a means of reconciliation when cost is being calculated.
- **Amount:** This is always shown with the unit of the currency being used. In Nigeria for instance you have the sign of the Naira

Classification of ledger

A ledger can be classified into two. They are:

1. **Personal ledger:** The personal ledger are accounts in which persons or organization transactions are recorded it consists of debtors and creditors.
2. **Impersonal ledger:** This is an account that relates to assets, liabilities, income and expenses. It is divided into nominal and real account.

Record cash transaction

Cash transaction are recorded in the cash book. A cash book is a ledger. It is a book of original entry where all cash received in a business should be recorded in the debit side of the cash account and all cash paid out of the business should be recorded on the credit side of the cash account, the difference between the total amount on the credit side and that of the debit side is the cash balance in hand at a particular time.

Test and Exercise

1. ————contains account of individuals, account of properties (assets) of the business and also account of expenses and incomes. (a) ledger (b) profit and loss (c) text books (d) notebook
2. ————explains the kind of transaction that took place, you will find sale (c) personal and impersonal (d) none of the above
3. In recording cash transaction of a business, all cash paid should be recorded on (a) debit side of the cash book (b) credit side of the cash book (c) both side of the cash book (d) should not be recorded on the cash book
4. All the following are items found on the ledger, except (a) amount (b) folio (c) particulars (d) license

Week 4

Topic: Petty Cash Book

Contents:

1. Meaning of petty cash book
2. Uses of petty cash book
3. Importance of keeping a petty cash book

Meaning of Petty Cash Book

A petty cash book can be defined as the book that is used to record expenses that are described as minor. The petty cash book is always kept by a petty cashier, who is in charge of making small cash payment.

It is used to record items of expenditure like postage, transport, stationary, transport fares, etc are first recorded in the petty cash book.

The petty cash book is a formal summarization of petty cash expenditures, sorted by date. In most cases, the petty cash book is an actual ledger book, rather than a computer record. Thus, the book is part of a manual record-keeping system.

There are two primary types of entries in the petty cash book, which are a debit to record cash received by the petty cash clerk (usually in a single block of cash at infrequent intervals), and a large number of credits to reflect cash withdrawals from the petty cash fund. These credits can be for such transactions as payments for meals, flowers, office supplies, stamps, and so forth.

A somewhat more useful format is to record all debits and credits in a single column, with a running cash balance in the column furthest to the right, as shown in the following example. This format is an excellent way to monitor the current amount of petty cash remaining on hand.

Uses of petty cash book

The petty cash book is used for the following

1. It is used to record small amount of cash kept in the office for minor day to day use.
2. Petty cash book maintains records of all petty payments systematically.
3. Petty cash book supplies information regarding petty payments made on different heads more easily and quickly.
4. Petty cash book makes possible for making comparison of the petty expenses between two periods and helps in controlling such petty expenses more effectively.
5. Petty cash book helps in making the main cash book more informative, clean and clear by including only major transactions.

Importance of keeping a petty cash book

1. It allows for proper recording
2. It makes the task of cashier easier as items of expenditure are summarized, the balance is later transferred into the cash book.
3. It gives the chance of minor expenses to be paid for immediately instead of waiting for the cashier

Importance of Petty Cash

Petty cash are the small funds available all the time in your office cash box for meeting miscellaneous or emergency expenses during or after banking hours. Petty cash is of very high importance as certain immediate expenses come up for example someone gets hurt to provide immediate medication when senior managers are not available in the office. For the small office service materials. For any petty job where payment by check is not acceptable by the vendor.

Test and Exercise

1. Define petty cash book.
2. State the importance of petty cash book.
3. What are the uses of petty cash book?

Week 5

Topic: The Cash Book

Contents

1. Meaning of book keeping
2. Meaning of cash book
3. Rule of cash book
4. Types of cash book
5. Meaning of Contra Entries

Meaning of book keeping

Book keeping can be define as the art of recording business transaction. These recordings are done from source documents such as the invoice and credit note.

Meaning of Cash Book

Cash book means the cash account. It is part of the ledger which is kept by a cashier

Cash account is an account in which all receipts and cash payments transaction are recorded. The cash book has two sides namely, the debit side which is on the left hand side where all cash receipts are recorded, and the credit side is on the right hand side where all cash payments are recorded. At the end of a given period, the cash book is to be balanced. To do this, the total of each side that is debit and credit side of the cash book is calculated. The smaller one which is the credit side is subtracted from the debit side to give the amount of money left in the cash book. The balance is then entered in the credit side as balance carried down to make the total of the debit and credit side equal. This amount must be the same as the amount left in the cash book. The balance is then brought down and carried forward in another period on the debit side.

The rule of preparing cash account

- Debit what comes in

- Credit what goes out

Types of cash book

1. The single column cash book
2. The double column cash book
3. The three column cash book:

Meaning of Contra Entries

Contra Entries, is a situation whereby money may be withdrawn from the bank for office use or part of the cash in hand may be paid into the bank. These are called contra entries of the two column cash book. For example, cash withdrawn from the bank for office use, two transactions will be recorded.

1. Cash column is debited as cash accounts receive the money
2. Bank column is credited as bank accounts gives the money

Test and Exercise

1. Define contra Entries
2. List the types of cash book
3. State the rules in preparing cash account
4. Define book keeping

Week 10

Topic: Speed Development And Accuracy Skills

Content

1. Introduction
2. Preliminary Instruction
3. Quick Operation of the Tabulator Key
4. Line space Regulator

Introduction:

One of the most essentials skills to have been discontinued from teaching during your schooling age is typing. Although people tend to underestimate the *value of typing faster and accurately*, it is one of the most fundamental skill required in any field you wish to pursue. Be it in writing Emails, writing a blog post, or writing copy, typing is one of the most important skills. As a blogger, typing faster and better will save you a tremendous amount of time spent proofreading your article for typo mistakes and crafting the article itself. While the **average typing speed** is around **38-40 Words Per Minute**, the world-record for the fastest typing speed is of *Stella Pajunas*, who struck a whopping *216 WPM on an IBM Electric Typewriter!* Typing accurately is also just as important as typing faster is. There is a **speed-accuracy tradeoff** that has to be considered when you begin practicing typing faster. Faster is not always better if your accuracy is getting compromised in the process. Aiming for a faster and accurate typing speed is essential. Finishing that assignment, blog article or just an Email quickly and saving yourselves some amount of time in the process is a great way to make room for other tasks. Having written over 10 million words in all forms off written words, I can justify how valuable improving your typing speed and accuracy is. With the majority of the audience here at ShoudMeLoud being bloggers or wannabe bloggers, it is the time that you work on your typing speed, while not compromising on the accuracy part of it.

Preliminary Instruction

- Remove any material that can disturb you in the course of your typing from your desk
- Insert a typing sheet with a backer into your typewriter
- Place your textbook at the right side of the typewriter
- Sit correctly
- Keep your eyes on the practical textbook
- Strike the typewriter keys and the space bar evenly
- Always remember to cover your typewriter after use

How to type faster & get things done fast

Now that you're convinced about the importance of typing faster and accurately, let's move on to the how's of it. Here are six ways to significantly improve your typing speed and accuracy.

The first step to improving your typing speed and accuracy is to reconsider the way you approach typing. The moment you sit down to get some typing done is what decides everything that follows next. During our **Ergonomics and human factors class**, we've been walked through all the fundamentals of proper posture, backed by numbers, to avoid Cumulative Trauma Disorders (CTD). To begin with, proper posture is the first step in preparing yourself for success. Without working on a proper positioning and typing habit, one cannot achieve high typing speeds while maintaining acceptable accuracy levels.

Quick Operation of the Tabulator Key

When the tabulator key is operated, the carriage moves quickly to any predetermined position. The tabulator key can be set by hand at required positions on the rack.

When the tabulator bar is depressed, the carriage moves to the position for which the stop is set. In order to set the tabulator at 15, the space bar should be tapped five time from the left margin when this is 10, and a stop set at this point. If the tabular stop is is set wrongly or is no longer required, the setting can be cleared by using the clearing key or level provided.

Line Space Regulator

This is the level that regulates the spacing required between the line. The level may be set for single, double or treble line spacing . Half spacing can be set on modern machines. The required spacing should be set before you begin to work.

ASSESSMENT

1. Discuss How to type faster & get things done fast?

Week 6

Topic: Book-Keeping Ethics

Content:

- Meaning of Ethics
- Transparency, Accountability and Probity (TAP)
- Meaning of TAP
- The need for TAP in Business
- Attributes of TAP
- Problems created by TAP

INTRODUCTION

Working in a bookkeeping role means that you have a responsibility for behaving in the interest of the public. You need to behave ethically and professionally which, at times, can be difficult due to conflicts between what is best for the public and what is best for the client or company you work for.

Ethics refers to moral principles that govern a person's behaviour or the conducting of an activity.

Transparency, Accountability and Probity (TAP)

Transparency is about being easy to understand, and being open, frank and honest in all communications, transactions and operations. It is possible to be accountable by providing a lengthy and technical explanation of every detail, but if this information is not easily understood by the audience, and if key facts are hidden by the sheer volume of information then the information is not presented in a transparent form. Accountability and transparency go hand-in-hand, and involve being aware of who charities are accountable to, what the important pieces of information are, and how they can be communicated most effectively.

Accountability is about being responsible to someone for actions taken; about being able to explain, clarify and justify actions. It implies that someone has a right to know and hold an organisation to account; and that the organisation has a duty to explain and account for its actions. Charities have this duty as they have a privileged status because their purposes must be for the benefit of the public.

Probity Strict adherence to a code of ethics based on undeviating honesty, especially in commercial (monetary) matters and beyond legal requirements.

The Need for TAP in Business

1. Accountability in business is critical, as the concept enhances the ethics of managers.
2. Being accountable means standing by decisions, actions, and the overall well-being of projects.
3. Accountability is also a management process that ensures employees answer to their superior for their actions and that supervisors behave responsibly as well.
4. Accountability addresses both the organization's expectation of the employee and the employee's expectation of the organization.
5. Accountability, transparency and probity help to increase performance of business as a whole and to maintain a positive company culture, vision, and ethics.
6. People and communities deserve to know the ins and outs of a company's operation before they begin to patronize it.

Attributes of TAP

- 1) **Right information:** Data needs to be correct. This sounds basic but we don't need to think too long to come up with examples where it is hasn't been quite so. We know that accurate information doesn't necessarily mean stakeholders will make good decisions. Case in point: we have clear data indicating that smoking is bad for one's health, but people are still taking up the habit today. However, fewer people are taking up the habit, and correct information about tobacco—previously obscured—is undoubtedly a contributor to these improved outcomes.
- 2) **Right stakeholders:** This means that correct information needs to reach the stakeholders who need it to make better decisions (others can have it, too, but they may not need it).

3) **Right format:** Information must be put in the right format to aid in comprehension. For example, it's a safe bet that most citizens affected by gold mining operations in Northern Nigeria are not reading a 158-paged PDF about responsible mining.

4) **Right time:** Successful corporate transparency efforts should be timed in such a way that they enable stakeholders to act in order to improve possible outcomes. It's not enough to state, "Here's what happened. It was/wasn't good." An effectively timed effort will bend trends in the right direction rather than witnessing them as they unfold, because it will reach stakeholders when they are most ready and able to bring about positive change.

5) **Right frequency:** Similar to format, this means that information must be shared in a semi-constant state. Just as a person can look at a watch and instantly (secondly, hourly, or monthly) find the time accurately reflected, companies must be a steady and reliable source of information.

6) **Right intentions:** This refers to being genuine about why information is being made available. What would be different at the company if this information were not shared? Who stands to gain from knowing the story or having the data? Who stands to lose without it?

Problems Created by Lack of TAP in Business

1. Lack of TAP leads to compromised feed back and inaccurate decisions

When there is no transparency among team members, team leaders and the CEO (top leader), rumors, personal biased opinions, incorrect information, nepotism, hatred, fabricated feedback....and the like will control the entire management and leadership processes.

2. Lack of TAP causes high employee turn over

Lack of trust and transparency are main reasons employees will look for new jobs. That could be the worst situation that may happen due to this factor. In the first place, it not only creates instability but also adds significant cost to the organization. Most of the time, organizations invest in the employee by giving training, share skills and experiences and suddenly lose that employee due to lack of transparency.

3. The issue of trust and trust relationship

It is clear that trust enables two or more people to go together. Team members and leaders can understand each other and perform their best only if trust and trusting relationship is maintained. And it is unthinkable to try maintaining trust if there is no transparency. Thus lack of transparency causes a mistrusting environment to be the

day to day norm in which everyone live with fear. No transparency-no one knows what is going on behind the scene-thus no one can trust any one!

Solutions to the Problems of TAP in Business

1. Define expectations strategically

What the employees are expecting from the employer and what the employer expects from the employees must be defined clearly, kept updated and realized. So many times the employer and the employees stay together for nothing or without a reason.

2. Develop and Ensure trust

Team members, leaders and the organization generally must trust each other. Sharing of information, entrusting duties and responsibilities to employee, group work, feedback and the like all are best practiced only if there is trust. No trust implies that there can never be transparency.

3. Use technology effectively

Usage of various technologies like e-mail, intranet, full automation system like ERP (enterprise resource planning system where everything is operated with the computer system), management information system (MIS), Decision support system (DSS),...etc will obviously facilitate transparency.

4. Give high priority to teamwork and group success in a manner that meets personal successes

While presence of transparency is a foundation to build strong team, organization which promote and establish team work are highly likely to develop transparency. In other words, teamwork is the best place where the need for transparency can be realized.

ASSESSMENT

1. Define Ethics?
2. Identify FIVE need for TAP?
3. List FIVE attributes of TAP?

Week 7

Topic: Personal qualities of an entrepreneur

Content:

Meaning of Entrepreneurship

In recent times, entrepreneurship has become an important concept in Nigeria especially among policy makers and the academia who are concerned with the economic development of Nigeria. It is now a compulsory course for our students in the tertiary institutions. This is because the government has realized that it can no longer cope with the developmental stride required by the country in providing adequate goods and services and employment for the people. It is now believed that entrepreneurship will bring out the developmental strides necessary to meet the needs of the people.

Entrepreneurship is the process of creating, developing and actualizing ideas through the establishment of business enterprise that provides for the needs of the people. It is the process of creating a business enterprise capable of producing new business, products or renovating old ones, for monetary rewards or personal satisfaction.

Definition of important concepts in entrepreneurship –

1. **Business:** A business is any economic activity performed to produce goods or services that provide satisfaction for the consumers.
2. **Enterprise:** An enterprise is a business or concern set up by an individual, group of people or even a government for providing goods and services for a purpose. An enterprise may be (i) private (ii) public or (iii) voluntary agency enterprise.
 - **Private enterprise:** a private enterprise is a business enterprise which is set up by an individual or a group of people for producing goods and services for the purpose of making profits and providing employment for the people. Examples include poultry farms, bakery, modern interstate transport system etc., others in the country are: Gobacom, Dangote sugar/salt/refineries etc.
 - **Public enterprise:** a public enterprise is a venture or organization set up by either local, state or federal government for the provision of essential social services for the people. Examples include the government educational

institutions across the country, Water Corporation, Nigerian Television Authority (NTA) etc.

- **Voluntary agency enterprise:** these are non-governmental agencies (NGO) set up by willing individuals, religious groups and people with common ideals to provide social and welfare amenities for the needs of the society. Membership of such organizations are voluntary and their establishments are not for making profit but for the provision of social and welfare services for the people. Such voluntary agencies enterprise include: Nigeria's Girls Guide, The Boy's Scout of Nigeria, The Nigerian Red Cross, Educational-Aid Global (Edu-Aid) etc.

Who is an entrepreneur?

In recent years the media have glamorised the challenge of starting and growing a business. A quick search on Google will display many books by entrepreneurs and other "business experts" describing "how they made it", "my first million" etc. Prime-time television shows such as Next Titan, Dragons Den, etc. have proved hugely popular by showcasing the challenges faced in setting up a business. Entrepreneurs such as Aliko Dangote, Mike Adenuga, Femi Otedola have earned enormous fortunes and provide inspiration for the next generation of budding business leaders.

Entrepreneurs play an important role in society. They make a major contribution to economic activity. Imagine how many jobs are created by the thousands of new businesses that are set up every year and by the small businesses that prosper and take on more staff.

Not surprisingly, much research has been done to examine the personality and other characteristics of successful entrepreneurs to see if there is a proven method or route to success. You will find many lists of "what it takes to be an entrepreneur", but they tend to say the same things.

So here is a summary of the key findings! Key characteristics of successful entrepreneurs Successful entrepreneurs tend to have one or more of the following characteristics:

- Passionate about their product or service and about getting things right for the customer
- Visionary – they have faith in what they are trying to do. They tend to not get too bogged down in the fine detail of day-to-day business
- Energetic and driven – prepared to work consistently long hours, especially in the early stages

- Self-starting and decisive – they don't wait for others to take decisions. Entrepreneurs tend to take the initiative, spotting opportunities early and taking decisions quickly
- Calculated risk-takers – not reckless; they are prepared to take a risk in order to maximise the rewards
- Multitasker – able to take on more than one role (product development, selling, recruitment)
- Resilient and determined – able to handle problems and overcome hurdles. Setting up a business is difficult and time-consuming
- Focused – sets clear goals and self-imposed high standards
- Results-orientated – take pleasure from achieving targets and setting the bar higher. Entrepreneurs tend to set clear objectives for their business which then feed into relevant business planning
- Persuasive – entrepreneurs are good at bringing other people and businesses “along with the idea”; persuading suppliers to supply a new business, or an employee to leave a current job and join the start-up
- Leadership – an entrepreneur leads his or her own business (often working alone in the early stages). As the business develops, the skills of leading others become even more important
- GOD-Factor – not to be laughed at! Every business needs some favour from GOD – e.g. being in the right place at the right time. But remember the advice of a well-known golfer – “the harder I practice, the better favoured I get”

The important thing to remember about the list above is that an entrepreneur is unlikely to possess all these characteristics! Anyone who starts a business has strengths and weaknesses. However, the savvy entrepreneur recognises where his/her weaknesses lie and takes steps to address them (e.g. recruit someone with the right skills).

ASSESSMENT

1. Define the following entrepreneurship concepts;
 - Business
 - Enterprise
 - Private Enterprise
 - Public Enterprise

Week 8

Topic: Business opportunities

Content:

Meaning of business opportunity

A business opportunity, in the simplest terms, is a packaged business investment that allows the buyer to begin a business. (Technically, all franchises are business opportunities, but not all business opportunities are franchises.) Unlike a franchise, however, the business opportunity seller typically exercises no control over the buyer's business operations. In fact, in most business opportunity programs, there's no continuing relationship between the seller and the buyer after the sale is made.

Although business opportunities offer less support than franchises, this could be an advantage for you if you thrive on freedom. Typically, you won't be obligated to follow the strict specifications and detailed program that franchisees must follow. With most business opportunities, you would simply buy a set of equipment or materials, and then you can operate the business any way and under any name you want. There are no ongoing royalties in most cases, and no trademark rights are sold.

Types of business opportunities

These are the most common types of business opportunity ventures:

Distributorships. A distributorship involves entering into an agreement to offer and sell the product of another, without being entitled to use the manufacturer's trade name as part of the agent's trade name. Depending on the agreement, the distributor may be limited to selling only that company's goods or may have the freedom to market several different product lines or services from various firms.

Rack Jobbing. This involves selling another company's products through a distribution system of racks in a variety of stores that are serviced by the rack jobber. In a typical rack-jobbing business opportunity, the agent or buyer enters into an agreement with the parent company to market their goods to various stores by means of strategically-located store racks. Under the agreement, the parent company obtains a number of locations in which it places racks on a consignment basis. It's up to the agent to maintain the inventory, move the merchandise around to attract the customer, and do the bookkeeping. The agent presents the store manager with a copy of the inventory control sheet, which indicates how much

merchandise was sold, and then the distributor is paid by the store or location that has the rack, less the store's commission.

Vending Machine Routes. These are very similar to rack jobbing. The investment is usually greater for this type of business opportunity venture since the businessperson must buy the machines as well as the merchandise being sold in them, but here the situation is reversed in terms of the payment procedure. The vending machine operator typically pays the location owner a percentage based on sales. The secret to a route's success is to get locations in high-traffic areas and as close to one another as possible. If your locations are spread far apart, you waste time and traveling expenses servicing them, and such expenses can spell the difference between profit and loss.

ASSESSMENT

1. What's a business opportunity?
2. Identify THREE most common business opportunities?

Week 9

Topic: Consumer Right

Meaning of Consumer Rights

Consumption (or right of the consumer) is the name given to the set of rules emanating from public authorities aimed at the protection of the consumer or user in the market of goods and services, giving and regulating certain rights and obligations. The right of use is not an autonomous branch of the law, but a cross-discipline, with items that fit within commercial law, Civil law and others within the administrative law and procedural law.

The consumption law covers several key aspects of relations between producers and consumers:

- Contracts of adhesion: prohibits unfair terms that alter the contractual relationship in favour of the supplier of goods and services and tries to ensure that consumers know in advance all the General conditions of the contract which the employer intends to use.
- Quality of the goods and services offered: minimum requirements.
- Regulation of advertising and offers to the public.
- Establishes special procedures for which consumers, associations and public bodies created so that they can defend themselves and prohibit certain abusive practices.
- Lists a list of infractions by employers and the corresponding penalties imposed by the competent authorities of consumption.

Definition of the Consumer's Rights

It refers to the consumer's rights to the set of regulations and laws that have as main objective ensure the defence of any type of consumer situations in which does not respect his power or consumer status. The existence of this type of rights born from the extension of the mass consumption of goods and services and also the growing failure on the acquisition of those goods or services in time and manner, as they were hired.

All rights of the consumer part of the notion of that implied or explicitly, the consumer is such when it engages in any type of commercial relationship with the seller. Thus, although it is not registered by misuse of business practices, consumer happens to possess rights of claim, complaint and compensation, replacement, repair, etc. with respect to the good or service consumed if it does not comply with the conditions laid down to perform trade union.

While many companies and even individuals provide services and goods that then do not conform to the conditions offered, the consumer's right will be filing claims, complaints or all kinds of protests. Common cases in this regard are offering promotions that are not met, prices that are not real, products that are not the displayed in brochures or advertisements, products that are defective or second line, null or shoddy repairs, etc.

All such situations are covered within what is known as the consumer's right and therefore it can exercise different tactics to ensure compliance with their rights (which are at the same time the obligations of which offer a good or service). These tactics or strategies can be very variable and can range from a simple oral or written complaint to more serious complaints that will always be necessary to submit documents and receipts evidencing the role of each of the parties involved, as well as also the failure or the reason for the dissatisfaction of the consumer. These complaints may occur before the entity in question, before the consumer defense entities or, when the case is more serious, directly to justice.

Eight (8) Universal consumer's rights:

1. Right to Basic Needs—which guarantees survival, adequate food, clothing, shelter, healthcare, education and sanitation. With this right, consumers can look forward to the availability of basic and prime commodities at affordable prices and good.
2. Right to Safety—the consumer should be protected against the marketing of goods or the provision of that are hazardous to health and life.
3. Right to Information—the consumer should be protected against dishonest or misleading advertising or labeling and has the right to be given the facts and information needed to make an informed choice.
4. Right to Choose—the consumer has the right to choose from among various products at competitive prices with an assurance of satisfactory quality.
5. Right to Representation—the right to express consumer interests in the making and execution of government policies.
6. Right to Redress— the right to be compensated for misrepresentation, shoddy goods or unsatisfactory.
7. Right to Consumer Education, which is the right to acquire knowledge and skills necessary to be an informed customer.
8. Right to a Healthy Environment—the right to live and work in an environment which is neither threatening nor dangerous and which permits a life of dignity and well-being.

ASSESSMENT

1. What is consumer right?
2. Identify Eight (8) Universal consumer's rights?

Week 10

Topic: responsibilities of a consumer

Content:

Who is a consumer?

When a baker produces bread, he produces it for someone to eat or to consume. A farmer produces yam for people to consume. A consumer is a person or group of people who buys and uses a product or service at a particular time. He is the end user of the product and the one who completes the process of production.

A customer on the other hand is a regular buyer of a product or service, who has established a sustainable relationship with the supplier or producer of the product. He may not necessarily be the end user of the product. For example, in some homes, the father buys noodles while the children eats the noodles. In this example, the father is the customer while the children are the consumers.

Consumer Responsibilities:

Total consumer protection is a collective effort. Its actualization demands collective input from not just manufacturers, service providers and Government, but also from the consumer. The consumer has the following responsibilities:

Be honest with the information you provide. – Always give full and accurate information when you are filling in any bank documents. Do not give false details or leave out important information.

Carefully read all information provided – When you submit your application, you should receive full details on the obligations for your service or product. Make sure you have access to the details of your obligations that you understand them and that you can comply with them.

Ask questions – It is important to ask questions to bank employees about anything that is unclear or a condition that you are unsure about. The staff will answer any questions in a professional manner to help you in your decision making.

Know how to make a complaint – You can be proactive in using this service and knowing how to escalate your issue to higher levels, if appropriate. Your bank will provide you with details on how to complain and the timeframe for their response.

Use the product or service in line with the terms and conditions – Do not use the product or service, except in accordance with the terms and conditions associated with them, and after making sure of your complete understanding

Avoiding risk – Do not purchase a product or service where you feel that the risks do not suit your financial situation. Some financial products or services carry risks and your bank should clearly explain these to you

Apply for products and/or services that meet your needs – When making a request for a product or service, you should make sure that it suits your needs. You must disclose all financial obligations with all parties to ensure the decision is based on your ability to meet your additional obligations after contracting for the product or service.

Report unauthorised transactions to your bank – If you have discovered unauthorised transactions on your account, you should report this to your bank immediately.

Do not disclose your banking information – Under no circumstances should you provide any bank account details or other sensitive personal or financial information to any other party.

Talk to your bank if you are encountering financial difficulties – By talking to your bank, you can discuss possible alternative repayment arrangements that will enable you to fully discharge your responsibilities.

Updating information – You should update your personal information, including contact information, so that it is updated continuously and also when so requested by the bank. You are responsible for failing to provide all relevant information to the bank

Your mail address – Use your own mail address (regular mail and e-mail) when giving contact details to your bank. Do not use other friends' or relatives' mail addresses which can expose your financial information to others.

Power of Attorney – Be careful when dealing with 'Power of Attorney'. Know what information that you are giving access to and to whom you are giving power over your financial matters.

Do not sign uncompleted forms – Make sure all of the required fields and numbers are completed in a form that is presented to you for signing or initialling. Do not sign empty or partially completed forms.

Review all of your documents – Review all of your documents before you sign them to ensure no errors are made in the account number or amount. Your signature is an approval and agreement of the document content.

Keeping copies of your documents – Keep all documents in a safe place that are provided to you by the bank. They should provide you with a copy of signed contracts and other relevant documents and papers.

ASSESSMENT

1. Who is a consumer?
2. List EIGHT responsibilities of a consumer?

THIRD TERM NOTE ON BUSINESS STUDIES

WEEK 1

Topic: National Pension Scheme

Contents:

1. Meaning of pension
2. The National pension scheme
3. Objectives of the new contributory pension scheme
4. Advantages and disadvantages of the new contributory pension scheme

Meaning of pension

Pension can be defined as a sum of money paid regularly to a person who no longer works because of age or length of year of service.

It is the regular payment made to a person on retirement for the remainder of his or her life, the money is meant to sustain him/her for the rest of his/her life.

The National Pension Scheme

The national pension scheme is a federal government policy for the employees of both private and public sector in which the employers and employees will contribute a satisfactory percentage of the employee's monthly income into. The employers will then pay into the fund an appointed pension fund management company which must be registered and recognized for that purpose by the federal government through its supervising agent, the central bank of Nigeria.

Objectives of the new contributory pension scheme

1. To stem the growth of outstanding pension liabilities
2. To assist employees by ensuring that they save to cater for their livelihood during their old age.
3. To ensure that every pensioner who has worked in either the public and private sector receives retirement benefits when due.

4. To establish a uniform set of rules, regulations and standards for the administration and payment of pension fund in Nigeria

Advantages of the new contributory pension scheme

1. It is a means of providing employment opportunities for the youth
2. It helps the employers to leave a comfortable life in their old age
3. It reduced the hardship pensioners experience before they collect their pension benefits
4. It makes pension administration easy and lucrative

Disadvantages of the new contributory pension scheme

1. Some pension fund administrators unnecessarily delay payments
2. Offices of the Pension Fund Administration (PFA) are not located within easy reach of the workers
3. Some employers fail to pay the money on behalf of their employees

ASSESSMENT

1. ——— is the sum of money paid regularly to a person who no longer works because of age or length of year of service. (a) scheme (b) pension (c) allowance (d) salary
2. PFA stands for (a) Pension Fund Administration (b) Project For Administration (c) Pension Fund Alliance (d) none of the above
3. The following are the objectives of the new contributory pension scheme (a)It is a means of providing employment opportunities for the youth (b)It helps the employers to leave a comfortable life in their old age (c) It reduced the hardship pensioners experience before they collect their pension benefits (d)It makes workers lazy
4. State the advantages and disadvantages of new contributory pension scheme

WEEK 2

Topic: Page Setting

Contents:

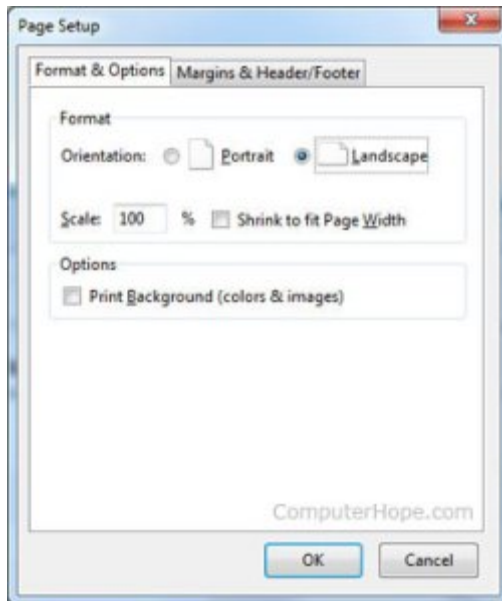
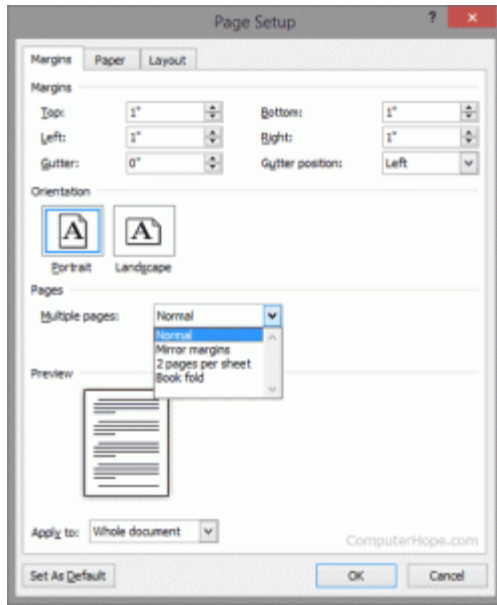
1. Definition
2. Different types of page setup
3. Correct page alignment
4. Production of document

Definition – What does Page Setup mean?

Page setup is a set of specific parameters involving the display and layout of a printed page. This type of resource is part of many modern word processing applications and other document processing software, for instance, in Microsoft Office applications.

Different types of page setup

The parameters defined by the user that help determine how a printed page will appear. Those parameters can include everything from the size, margins, page orientation, or quality of print. The **page setup** dialog box is usually available from the File drop-down menu. For Microsoft Word 2007 or later, the page setup options are available under the Layout tab in the Ribbon menu. Below are some examples of how Page Setup may appear in your programs.



Correct page alignment

Alignment refers to the placement of text and graphics so they line up on a print page or web page layout. Alignment is one of the principles of design that is used to create attractive, readable pages. Proper alignment in designs makes them visually appealing and easier to scan or read. Most page layout programs include a grid system used to align objects on the page.

The alignment can be horizontal, vertical or centered.

Diverse items can be aligned along one edge. Most of the elements in a design should be aligned in some way, whether the page has only text with heads and subheads or it also has images, videos, links, and buttons along with the text. However, you can use misalignment to draw attention to an element on the page, if you do it carefully.

Not every aligned element in a page design uses the same alignment. You may choose to align photo credits to the right edge of an image, most of the text to the left and center all the headlines and subheads. When a page contains many diverse elements, they may be grouped and then each group contains a specific alignment.

BENEFITS OF ALIGNMENT IN PAGE DESIGN

Alignment of elements on a print page or web page serves to:

- Create order and convey harmony
- Organize page elements
- Group items
- Create visual connections

Good alignment is invisible. Most readers won't consciously notice that everything is lined up neatly.

TYPES OF ALIGNMENT FOR PAGE LAYOUTS

- **Horizontal alignment.** In horizontal alignment, left and right margins are exactly or visually equal. Horizontal alignment can be across the page or within columns. It doesn't necessarily mean center alignment. A block of flush left/ragged-right text can be aligned horizontally. Even though individual lines of text are not perfectly aligned on each side, careful attention to the amount of white space at the end of the line can result in a visually balanced amount of margin on each side of the block of text.
- **Vertical alignment.** In vertical alignment, the top and bottom margins are exactly or visually equal. Vertical alignment can be the full page or within portions of the page.
- **Edge alignment.** Edge alignment lines up text or objects along their top, bottom, left, or right edges. Alignment along the left edge (called ragged right) is frequently seen with text in newspapers and on web pages because our eyes are used to seeing and reading the text in this manner.

- **Center alignment.** Center alignment may be horizontal or vertical or both.
- **Visual or optical alignment.** Visual or optical alignment fixes some of the problems that can occur with other types of alignment due to the varying shapes of letters and graphics. In visual alignment, the objects may not be precisely aligned, but to the eye, they appear lined up.

USING ALIGNMENT

Lack of alignment creates a sloppy, unorganized look on the page or screen. Mixing too many alignments can have a similar effect. It's OK to break alignment when it serves a specific purpose such as to intentionally create tension or to draw attention to a specific element on the page.

For simple arrangements, items can be aligned using the automatically align options in your software.

For more complicated layouts, the use of guidelines and grids aid in the precise placement of elements.

A document production process

The process of producing documents is an iterative process involving drafting, checking, and revising the document. It should continue until a document of acceptable quality is produced. The acceptable quality level depends on the document type and the potential readers of the document.

ASSESSMENT

1. What does Page Set Up mean?
2. List TWO Different types of page setup?
3. Mention FIVE importance of Correct page alignment?

Week 3

Topic: Techniques Development In Keyboarding

Contents:

1. Meaning of a keyboard
2. Carriage return lever
3. Use of margin release key
4. Division of words at Line ends
5. Typewriter Ribbons

Meaning of Keyboard

A keyboard is a panel of buttons used for typing and performing other functions on a computer or typewriter.

How to type faster & get things done fast

Now that you're convinced about the importance of typing faster and accurately, let's move on to the how's of it. Here are six ways to significantly improve your typing speed and accuracy.

The first step to improving your typing speed and accuracy is to reconsider the way you approach typing. The moment you sit down to get some typing done is what decides everything that follows next. During our **Ergonomics and human factors class**, we've been walked through all the fundamentals of proper posture, backed by numbers, to avoid Cumulative Trauma Disorders (CTD). To begin with, proper posture is the first step in preparing yourself for success. Without working on a proper positioning and typing habit, one cannot achieve high typing speeds while maintaining acceptable accuracy levels.

Carriage return lever

This is a lever used for turning up the paper and for returning the typewriter carriage to the right in order to begin a new line.

Use of margin-release Key

When the margin release key is depressed, it allows you to type beyond the set margin points at either end of the line.

Division of Words at Line Ends

Typist must aim at securing uniformity of the right-hand margins of the left. It is often necessary to break words and carry over the remaining part on the next line. This is why it is always necessary to always set the margin on the right. There is a waving five spaces to get to the right hand margin.

Rules to be followed

1. Compound words should be divided at the original point of juncture: glass-ware, every-thing, self-made
2. Suffixes and prefixes should be divided at their natural points of division i.e before the suffix or after the prefix
3. Consonants that are doubled should be divided between the two consonants: neces-sary, bril-liant, excel-lent, wal-lop
4. Words ending with ing should be divided : Sell-ing, fast-ing except the final consonant of a word doubled for the addition ' ing', in which case, the division is made between the double consonant refer-ing, get-ing, swim-ming
5. When pronunciation gives provision for division , it can be divided: con-tact, men-tion, cer-ti-fi-cate
6. You should never :
 - Divide the last word of a paragraph or a page
 - Divide words of one syllable or their plurals: there, through, roses
 - Leave two letters at the end of a line or carry two letters to the beginning of the next line
 - Divide
 -
 - abbreviations: W.H.O, U.N.O, M.B.A
 - Divide proper names: lyiola, Uwaoma

- Numbers and sums of money; 4,367,305,7 ,

Typewriter Ribbons

Typewriter ribbon is the dyed tiny cloth which provide ink when the type -bars strike the paper.

ASSESSMENT

1. What is the Meaning of a keyboard?
2. Define Carriage return lever?

WEEK 4

Topic: Paragraphing

Contents:

1. What is Paragraphing
2. Different Writing Methods in Paragraph Development
3. Types of Paragraphing

Paragraph definition: A paragraph is a unit of writing in a larger body of work. A paragraph expresses a particular topic or theme.

What is Paragraphing?

Paragraphing is part of the visual presentation of your essay or assignment along with punctuation, spelling, double spacing, page numbering etc. However, unlike all the above which are mechanical and fairly easily checked for problems (since simple rules can be applied to them), paragraphs can require a considerable amount of thought and effort to get right. However, **a well-paragraphed essay signals a careful, organized writer** (a good way to pick up marks!) and so it is worth making sure that you have done everything you can to improve them.

Why is paragraphing important?

What is the point of paragraphing? Why not just write our ideas in one long stream? Why not write each sentence starting on a new line?

Basic principles to paragraphing

There are some basic principles to paragraphing. Some of these apply to the **visual impact** on the reader, others to the **content**. Both aspects are important.

Visual impact

1. *A new paragraph is signalled by starting a new line AND either indenting slightly OR leaving a blank line. Choose one style and stick to it throughout your essay. See the diagrams below for examples of each type.*
2. *One sentence is not a paragraph in academic writing. It is possible to find one sentence paragraphs in magazine articles and novels but good academic style does not have one sentence paragraphs.*
3. *An average paragraph should be between 4 and 7 sentences long and should take up about 2/5 of the page (i.e. you should aim to have about 2 and a half paragraphs per page). This is an AVERAGE and so it will not matter if you occasionally have a slightly longer or shorter paragraph. Introductions and conclusions particularly tend to be shorter than the other paragraphs in an essay.*
4. *A consistent length to your paragraphs shows the effort you have made to make your essay easier for your reader to grasp. It is therefore another good way to pick up marks.*

Content

1. *A paragraph contains a 'packet of information'. Each paragraph in your essay should therefore have a different packet so that you are not repeating yourself.*
2. *The 'packet of information' is more than one sentence can contain, but is less than your total essay. It should have a single point that is developed with some or all of the following: examples, quotations, references, definitions, explanations or (more rarely in academic writing) anecdotes.*
3. *Ideally your paragraphs will build up, one upon the other, each packet of information helping to develop your argument one stage further.*
4. *Although it may be clear to you how two paragraphs are linked, it is important to make it clear to your reader what the connection is.*
5. *A guiding principle for both sentences and paragraphs is that shorter is better than longer. When a paragraph starts to take up more than half a page, stop and see how you could say what you want to say in two or may be three paragraphs instead.*
6. *Typical features of the average paragraph are: a topic sentence (usually the first one) which sums up what the paragraph will be about, often linking it to what has gone before; development sentences which explain or illustrate the*

point; a concluding sentence which hints at how the next paragraph will carry on.

Different Writing Methods in Paragraph Development

There are different writing methods use to be able to developed a good paragraph. These are the use of the various types of paragraph developments. The most frequently methods use include *Definition, Classification, Comparison and Contrast, Process Description, Cause and Effect and Narration.*

The idea in the paragraph can be expanded through the use of **Definition**. In here, the writer can be able to explain the meaning of an idea or a concept. It could be done by showing the details, describing, giving examples or analyzing using symbols and more.

The next one is through the use of **Classification** method. Classification method can be done if you are going to breakdown information into smaller parts, in simplifying a concept or in explaining something such as a series of things.

The next methodology is the **Description of Process**. It is usually done in describing a series of connected actions in chronological manner. The process of description might be in the form of natural, mechanical or historical processes. Like the other methods, it can also be use to expand the idea in the paragraph.

Another method is through **Comparison and Contrast**. The writer can use comparison if he/she wants to show some similarities with the given ideas. On the other hand, the writer can use contrast if he/she wants to point out differences in ideas. It is also possible to use the combination of both comparison and contrast in establishing both the similarities and differences of ideas in the given paragraph.

The next is the use of **Cause and Effect**. Cause and effect method can be used to expand the idea in the paragraph by establishing or explaining what happened as a result of something. In here, the writer can use *signal words* such as the words; *because, cause, due to, for the reason and other words for the cause*. The signal words for the cause are the words; *as a result, consequently, in effect, therefore, thus* and more.

The next one is through the use of **Narration**. In here, the writer could expand the concept of an idea in the paragraph by arranging the ideas in order; *in chronological, or in place, or in the level of importance* telling what happened first and what will be in the next.

For chronological or time order, the write can use the words that tell time such as; *such as first, second then, after, later* and more.

For place order, the writer can use the words that locate, such words like; *below, beneath, behind, behind, near*, and more.

For the order of importance, the writer can use the words that judge importance, such words like; *next, last, must, greatest, in the first place* and more.

Paragraphing also is a distinct section of a piece of writing, usually dealing with a single theme and indicated by a new line, indentation, or numbering.

Types of Paragraph

There are three types of paragraph, which are

1. **Hanging paragraph:** This is the type of paragraph whereby the second and subsequent lines are typed two or more spaces to the right to the first line.

Example:

Vacancies for typist

TYPISTS are urgently needed in our company to work with our middle level manager. Applicants should have at least the Secondary School Leaving Certificate.

1. **Indented Paragraph:** The first line is usually typed five for pica or six spaces for elite to the right of the left margin or of the following lines. The tabular stop should be set at five or six for this type of paragraph.

Example:

Concentration is very important if you must be a good typewriter. Therefore you must endeavor to concentrate at all times or else you become illiterate at it.

3. **Block Paragraph:** Here, all lines of the paragraph start from the beginning of the left hand margin

Example:

Most people who learn typewriting expect to make it the keystone of their career when they leave school .

ASSESSMENT

1. What is Paragraphing?
2. Different Writing Methods in Paragraph Development?
3. List TWO Types of Paragraphing?

Week 5

Topic: Office Procedure

A. Meaning of Office Procedure

An office procedure can be defined as the sequence in which certain operations are carried out in respect of what is done. What it is done, how it is done, who does it, when and where it is done in the organization.

B. Importance of Office Procedure

The importance of Office procedure includes:

1. An office procedure reduces the general cost of operations.
2. An office procedure allows for effective training new staff.
3. It enhances performances of old staff.
4. A good office procedure facilitates better flow of work in the office and between departments.
5. Office procedure bring about better coordination

C. Ways of preparing bills, invoices and receipts

BILLS: A bill is a document issued by the person who renders service to cover the cost of services provided to his customers. E.g schools issue out bills to their students to show the amount of what they owe

Organizations that issue out bills to their customers are schools, Power Holding Company of Nigeria (PHCN), Nigeria Telecommunication (NITEL).

Typical bill contains the following:

- Name and address of the customer
- Description of the service provided
- The billing period
- Rate of charges per term of service

- Total charges for the billing period
- Value Added Tax (VAT)
- Total payment due now
- Name and signature of payee
- Date of payment

INVOICES: Invoices are documents raised in respect of buying and selling of goods. The seller usually raises an invoice which he sends to the buyer of his goods. The invoice contains the following information:

- Description of the goods
- The quantity and the price of each item
- the total amount to be paid
- Rate of discount allowed
- The rate of VAT (value added tax)
- Terms of payment
- Name and signature of the receiver with date.

RECEIPTS: Receipts are given to for all money paid. A receipt is a document issued to the buyer by the seller because of the money paid for what he/she has bought. The receipt contains the following information:

- Name of the buyer
- Amount of the goods purchased
- Quantity of goods bought

Test and Exercise

1. ——— is a sequence in which certain operations are carried out in respect of what is done (a) an office (b) office procedure (c) office function (d) a space.
2. The document raised in respect of buying and selling of goods is ——— (a) an invoice (b) a receipt (c) bill (d) office procedure

3. All of these are organizations issues out bills except (a) PHCN (b) NITEL (c) Schools (d) market women
4. The document that specify the rate of VAT to be paid is (a) bills (b) receipts (c) invoice (d) procedure books
5. An office procedure is important because (a) it helps an organization to be organized (b) It makes work improper (c) it's an avenue to embezzle in an office (d) it makes work difficult to do

Week 6

Topic: Wages and Salaries Unit

Contents:

1. Meaning of wages and salaries
2. The roles of wages in office
3. Basic documents in the wages office

A. Meaning of wages and salaries

Wages

It is a fixed regular payment, typically paid on a daily or weekly basis, made by an employer to an employee, especially to a manual or unskilled worker. It is a payment made by business organization for work done or service rendered.

Wage payment is always based on

1. **Piece rate:** This is when a worker is paid based on the unit of output produced.
2. **Time rate:** This is when a worker is paid based on the number of hours worked

Salary

A fixed regular payment, typically paid on a monthly or biweekly basis but often expressed as an annual sum, made by an employer to an employee, especially a professional or white-collar worker.

It is however mandatory that an employer must pay his employee an agreed sum of money as wages or salaries for work done at an agreed interval.

The roles of wages department in an office includes the following

- They prepare and pay wages and salaries to workers at agreed regular intervals
- They keep the documents, cards and all other things relating to workers' wages and salaries

- They keep the information about all the workers income tax obligations
- They keep good accounting records of all wages and salaries

Basic documents in the wages office

The basic documents the wages offices are:

- The personal wage or salary record book
- Individual tax cards
- The payroll
- The payslip or pay advice
- The time card where necessary

The payslip or pay advice: A payslip or pay advice is given to every employee at the end of each month. It is a piece of paper usually included in the pay packet of each worker. It explains how the net salary or wages of each staff is arrived at. The payslip is prepared from the payroll.

The payroll: It is a document which contains the list of all the employees in an organization with the amount of wages and salaries to be paid to each employee during a given period.

The payment voucher: A voucher is a device by the accounts department to record the sum of money drawn from the amount of money set aside for a particular purpose. The payment vouchers (PV) carries the following details

- Name and address of the issuing company
- Name and address of the person the organization needs to pay
- Date, particulars of payments, account to be charged and amount to pay
- Amount in words
- The name and signature of the chief accountant of the issuing organization
- Date received and the sum of money involved
- Signature of the receiver

Test and Exercise

1. All the following are the documents commonly found in the wages department except (a) stock record book (b) salary record book (c) payslip (d) tax cards
2. A wage paid based on the number of unit of product produced is (a) piece rate (b) time rate (c) location rate (d) advert rate
3. All the following are the roles of wages department except (a) preparation and payment of wages and salaries to workers (b) keeping of documents, cards and all other things relating to workers wages (c) supervising and marketing of products (d) all of the above
4. Payment vouchers carries the following details except (a) name and address of the issuing organization (b) name and signature of the chief accountant of the issuing organization (c) the job description (d) signature of the receiver
5. A payslip is always drafted from (a) payroll (b) payment voucher (c) payslip (d) payment book

ASSESSMENT

1. Define wages and salaries?
2. Mention THREE roles of wages in office?
3. List FIVE Basic documents in the wages office?

Week 7

Topic: Imprest and Petty Cash Book

What is a Petty-Cash Book?

A petty cash book is used for recording and tracking small purchases such as parking meter fees that aren't suitable for check or credit card payments. It is a ledger kept with the petty cash fund to record amounts that are added to or subtracted from its balance. Petty cash should be part of an overall business accounting system that documents how your business moves funds between one account and another and how it spends its money.

In other words, a petty cash book is an accounting book used for recording expenses which are small and of little value, for example **stamps, postage and handling, stationery, carriage, daily wages, etc.** These are expenses which are incurred day after day; usually petty expenses are large in quantity but insignificant in value. To record such expenses, a different book known as a petty cash book is maintained. The petty cash book may be maintained by the ordinary or by the *imprest* system.

The petty cash book is the book for recording small disbursement, the rationale behind the system is to reduce the numerous cash payment for small expenses. The general system adopted for the recording of item in the petty cash book is referred to as "the Imprest system" in this system a specified sum is given to the petty cashier at the start of the accounting, this amount is called the "float" this amount should be sufficient to cover the estimated petty cash book expenditure for stated period. The petty cashier must be reimbursed at regular interval.

The petty cash book is a double entry book and must be included in the trial balance. the maximum level of cash held in the petty cash book is fixed and the cashier must be reimbursed for amount he has paid out. the source document for the petty cash book is the petty cash expenses voucher .

Advantages of petty cash book

1. The burden of the main cashier will be reduced.

Accounting Procedure

1. Credit cash book with the cheque drawn on the main cash book. Debit petty cash book with the amount of float
1. Credit petty cash book with payment made and analyze them

2. All payment made out of the petty cash book must be supported by authorized vouchers.
3. Analysis column must be totaled at intervals and the total transferred to their respective nominal ledger
4. Reimburse the petty cash every week or month using the imprest system

The Imprest System

The Imprest System of Petty Cash Book has to do with a process whereby the Petty Cash remains dormant at a set amount. In other words, the most basic feature of the Imprest system is that a fixed amount is reserved which, after a certain period of time or when circumstances require it will be replenished. Take for instance, if the petty cash custodian is entrusted with a locking bag containing N1000 of currency, then the Petty Cash account will always report a debit balance of N1000. This N1000 is the Imprest balance. As long as N1000 is adequate for the organization's small disbursements, then the general ledger account Petty Cash will never have an entry again.

Reimbursement

Reimbursement is a method for paying employees back when they spend their own money on business-related expenses. These expenses generally occur when an employee is traveling for business but can occur in other work-related situations

ASSESSMENT

1. What is a Petty Cash book?
2. Highlight THREE importance of Petty Cash book?

Week 8

Topic: Store Records

Meaning of a store

A store can be defined as a place where goods are kept for future use. A store house is also known as the warehouse. It is a place that must be easy to reach and good for safekeeping of items.

The items kept in the store house are: raw materials, semi-finished goods, finished goods, spare parts that may be used from time to time for the performance of their activities.

Store Record: A store record is a detailed account of all items of goods, raw materials, semi-finished goods, finished goods, spare part etc which are kept in the store.

A store record is an important document that helps an organization to determine the rate of use of raw materials and spare part so as to know the time to buy more into the store.

The rate of use will help the organization to determine how much money to be allocated for the purchase of materials to replenish the stock.

Types of store record

The following are the types of store records

- **The stock record card:** The store record card is like the picture of all the items in the store. It provides the detailed of information about the quantity of goods supplied or received in the store room with dates. It also carries the voucher number, the name of the supplier, the quantity of goods issued, the requisition and the stock balance
- **Stock requisition form:** A stock requisition form is an interval document for controlling and regulating the use of stock items in the organization. The stock requisition form provide the following information:
 1. Name of department or individual requesting for the goods
 2. Quantity of goods required and date requested
- **Description of the goods**

1. Expected date of receipts of goods requested
 2. Suppliers name and address
 3. Name signature of storekeeper and date
 4. Name signature of the receiver and date
- **Delivery Note:** The delivery note can also be called the gate pass is for the of the security department. The security department uses the gate pass to check the authorized quantity of goods issued by the store, description of goods and the authenticity of the person who signed in. Four copies of delivery note are usually prepared and distributed as follows
1. The original is to be kept by the person who collects the goods from the store
 2. The second copy is for the store.
 3. The third copy is the gate pass.
 4. The last copy should be retained in the book

ASSESSMENT

1. A store house can also be called the (a) ware room (b) warehouse (c) strong room (d) hall
2. All of these can be kept in the store house except (a) raw materials (b) finished goods (c) money (d) semi-finished goods
3. A stock record card must contain the following except (a) voucher number (b) location of the warehouse (c) quantity of goods issued (d) name of the supplier
4. A store can be defined as (a) a place where money is kept (a) a place where directors hold meeting (d) a place where goods are kept for a future use
5. The delivery note or the gate pass is usually for the use of (a) financial department (b) marketing department (c) security department (d) production department

Week 9

Topic: Office Equipment

Meaning of Office Equipment

Office equipment is any office item which is operated either manually, mechanically, or electronically to aid the office worker perform their duties faster, neater and efficiently.

The need for office equipment

- Office equipment serves as a necessary aid to help workers carry out their duties effectively.
- It makes work easier, faster and neater
- It ensures safe keeping of business documents

Factors that determine types of office equipment

1. **Cost implication:** The cost or the price of office equipment will determine if a company will be able to afford such equipment.
2. **Ability of the workers to operate the equipment:** To get office equipment there must be an assurance that the present workforce should be able to operate it or else it becomes useless.
3. **Maintenance of the equipment:** Any equipment bought has to be maintained well to avoid a waste or spoilage of the equipment, any equipment that lacks proper maintenance becomes a problem to the organization
4. **Desirability:** Another factor to be considered is that the organization and worker must desire to use the office equipment in order to use it efficiently and effectively.
5. The organization must decide if the equipment is labor saving and time effective.

All the factors listed above must be considered before any organization purchases office equipment.

Identification of office equipment

1. Fax machine
2. Computer
3. Printer
4. Photocopier
5. Duplicating machine
6. Filing cabinet
7. Adding and calculating machine



Adding machine



Fax machine



Printer



Photocopier



Computer



File cabinet

Uses of Office Equipment

1. Computer: A computer is an electronic device that is capable of accepting data or information in a prescribed process or format and presents them as output. The type of computers commonly. It is useful for the following reasons:

- It performs arithmetic and logical operation without human intervention
- It follows a set of instruction known as a programme to perform an operation. With different software a computer can perform various operation

- It makes work neater, faster and accurate
- It is used for record keeping of accounts in banks, insurance, companies and in almost and in all other profession.
- It provides an opportunity for employment.

2. Printer: The printer is an output device that prints out graphics and texts from the computer to paper.

3. Fax machine: A fax machine is an important office machine which is used for automatic transmission of written messages and other documents from the sender in one office organization to the receiver in another office or organization.

The sender of the message and the receiver of the information must both have access to fax machine which must be known to both the sender and the receiver.

4. Photocopier: A photocopier is a mechanical device for producing document by photographic method in their exact form. A photocopied document produced in a machine looks exactly the same as the original copy.

5. Perforator: A perforator is a small mechanical device for punching holes inserting in documents. Specially made strings or files tag are put in the holes to tie the documents intact in the file.

6. Stapling machine or stapler: A stapler is a mechanical device used for inserting staples to hold several pages of documents together. The stapler will help to hold the pages more firmly through the stapler.

7. Duplicating machine: A duplicating machine is a mechanical device used in producing several copies of document in a very clear and neat form in a short time.

B. Care of Office Equipment

The following are some of the ways of caring for office equipment

The equipment should be serviced regularly by competent and qualified people

- The user or office worker must always report any break down as soon as possible
- The office worker must learn how to use the equipment before using it to avoid misuse of the equipment
- The user should clean every morning before it is used, it should be well managed during and after use.

- A person should be assign to monitor the equipment to ensure the equipment is in right order at all times.

C. Importance of Office Equipment

The importance of office equipment are listed below

- It aids the production of business documents
- They promote accuracy and prompt delivery of services to workers, clients and customer.
- Office equipment aid the production business documents
- They enhance the outlook of appearance of a job
- Office of equipment reduce the fatigue and boredom of workers
- They facilitate safe keeping of important document
- Office equipment make it easy to store documents and retrieve them when they are required

ASSESSMENT

1. A device used to aid the effective performance of a worker in an office is called (a) an office equipment (b) a transport device (c) a multiple device (d) an information gadget
2. Which one of these is not an office equipment (a) printer (b) perforator (c) recharge card (d) typewriter
3. ——— is a small mechanical device for punching holes in documents (a) typewriter (b) perforator (c) computer (d) duplicating machine
4. The following are the ways by which office equipment can be cared for (a) assign a person to monitor the equipments (b) each equipment must be maintained and serviced by professionals (c) by using it without checking if there is any fault (d) the office worker should report any breakdown of the equipment
5. An output device that prints device that prints graphics and texts from the computer to paper (a) computer (b) fax machine (c) printer (d) typewriter
6. All of the following are office equipment except (a) computer (b) fax machine (c) office door (d) photocopier

7. One of the factors that must be consider in purchasing office equipment is (a) the location of where it is sold (b) desirability (c) what people will say about the organization (d) all of the above
8. All are the need for office equipment except (a) to show off (b) Office equipment serves s a necessary aid to help workers carry out their duties effectively (c)It makes work easier, faster and neater (d)It ensures safe keeping of business documents
9. ————serve as a necessary aids to workers in an organization (a) office equipment (b) office card (c) office control (d) stock taking
10. Office equipment makes work (a) slower (b) faster (c) rougher (d) scattered

WEEK 10

Topic: Printers Correction Signs

Outline:

- Proofreading marks and signs identification
- Symbols for proofreading

Proofreading is the reading of a galley proof or an electronic copy of a publication to detect and correct production errors of text or art.

Traditional method

A proof is a typeset version of copy or a manuscript page. They often contain typos introduced through human error. Traditionally, a proofreader looks at an increment of text on the copy and then compares it to the corresponding typeset increment, and then marks any errors (sometimes called *line edits*) using standard proofreaders' marks. Unlike copy editing, proofreading's defining procedure is to work directly with two sets of information at the same time. Proofs are then returned to the typesetter or graphic artist for correction. Correction-cycle proofs will typically have one descriptive term, such as *bounce*, *bump*, or *revise* unique to the department or organization and used for clarity to the strict exclusion of any other. It is a common practice for *all* such corrections, no matter how slight, to be sent again to a proofreader to be checked and initialed, thus establishing the principle of higher responsibility for proofreaders as compared to their typesetters or artists.

Alternative methods

Copy holding or **copy reading** employs two readers per proof. The first reads the text aloud literally as it appears, usually at a comparatively fast but uniform rate. The second reader follows along and marks any pertinent differences between what is read and what was typeset. This method is appropriate for large quantities of boilerplate text where it is assumed that the number of errors will be comparatively small.









Experienced copy holders employ various codes and verbal short-cuts that accompany their reading. The spoken word *digits*, for example, means that the

numbers about to be read aren't words spelled out; and *in a hole* can mean that the upcoming segment of text is within parentheses. *Bang* means an exclamation point. A *thump* or *screamer* made with a finger on the table represents the initial cap, comma, period, or similar obvious attribute being read simultaneously. Thus the line of text: *(He said the address was 1234 Central Blvd., and to hurry!)* would be read aloud as: "*in a hole* [thump] *he said the address was digits 1 2 3 4* [thump] *central* [thump] *buluhvuhd* [thump] *comma and to hurry bang*". Mutual understanding is the only guiding principle, so codes evolve as opportunity permits. In the above example, two thumps after *buluhvuhd* might be acceptable to proofreaders familiar with the text.

Double reading. A single proofreader checks a proof in the traditional manner, but then passes it on to a second reader who repeats the process. Both initial the proof. Note that with both copy holding and double reading, responsibility for a given proof is necessarily shared by two individuals.

Scanning, used to check a proof without reading it word for word, has become common with computerization of typesetting and the popularization of word processing. Many publishers have their own proprietary typesetting systems, while their customers use commercial programs such as Word. Before the data in a Word file can be published, it must be converted into a format used by the publisher. The end product is usually called a *conversion*. If a customer has already proofread the contents of a file before submitting it to a publisher, there will be no reason for another proofreader to re-read it from copy (although this additional service may be requested and paid for). Instead, the publisher is held responsible only for formatting errors, such as typeface, page width, and alignment of columns in tables; and production errors such as text inadvertently deleted. To simplify matters further, a given conversion will usually be assigned a specific template. Given typesetters of sufficient skill, experienced proofreaders familiar with their typesetters' work can accurately scan their pages without reading the text for errors that neither they nor their typesetters are responsible for.

Symbols of proof reading –

Symbol	Definition	Sample
 or  or 	delete	take  out
	close up	print as  ne word
	delete and close up	 close up

^ or > or ˆ	caret	insert here <i>(something)</i>
#	insert a space	put one here
eg#	space evenly	space evenly where indicated
stet	let stand	let marked text stand as set
tr	transpose	change <i>order</i> the
/	separates proofreader marks. Is also used as a final stroke after and insertion	
[move to the left	too far to the right
]	move to the right	too far to the left
ˆ	set as ligature (such as æ©)	encyclopaedia
=	align horizontally	alignment
//	align vertically	// align with surrounding text
x	broken character	imperfect
□	indent or insert em quad space	
¶	begin a new paragraph	
Ⓟ	spell out	set 5 lbs. as five pounds
cap	set in CAPITALS	set nato as NATO

<i>sm cap</i> or <i>s.c.</i>	set in SMALL CAPITALS	set <u>signal</u> as SIGNAL
<i>lc</i>	set in lowercase	set s outh as south
<i>ital</i>	set in <i>italic</i>	set <u>oeuvre</u> as <i>oeuvre</i>
<i>rom</i>	set in roman	set <u>mensch</u> as mensch
<i>bf</i>	set in boldface	set important as important
= or -/ or $\hat{=}$ or \overline{H}	hyphen	multi-colored
$\frac{1}{N}$ or <u>en</u> or \overline{N}	en dash	1965Ö2
$\frac{1}{M}$ or <u>em</u> or \overline{M}	em (or long) dash	NowØit last!Ø·e know.
√	superscript or superior	√ _{as in π²}
^	subscript or inferior	2 ^{as in H₂O}
⌢ or ⌣	centered	⋄ for a centered dot in $p \cdot q$
⌢	comma	
⌣	apostrophe	
⌢	period	
⌢ or ⌣	semicolon	
⌢ or ⌣	colon	
⌢ or ⌣	quotation marks	
(/)	parentheses	

[/]	brackets	
OK/?	query to author: Is this as it is supposed to be?	
9 ¹	inverted letter	inve ¹ ted
wf ¹	wrong font	wrong si ¹ ze or styl ¹ e

ASSESSMENT

Define Proofreading?

Week 11

Topic: Speed development and accuracy skills

Lots of school are launching 1-to-1 initiatives in their schools, but they are necessarily providing the keyboarding instruction that their students need to receive if they are going to get the most out of their new computers.

Some teachers believe that the students need to take a full semester of keyboarding before they should be allowed to touch the computer. Other educators believe that the students already know how to keyboard (albeit Hunt-and-Peck) from all of the computer work they do on a day-to-day basis.

I would like to weigh-in on these issues by providing this brief posting as the framework of my argument and then linking you to my other postings that further explain these points. I will begin by discussing the 3 necessary elements in teaching keyboarding and then discuss how it would be most efficient to teach keyboarding in a school setting:

There are 3 basic issues to consider when teaching keyboarding: Accuracy, Speed and Technique (including Ergonomics.) Certainly keyboarding classes worry about proper business letter format but that isn't keyboarding. That is business communication and technically is irrelevant to the act of keyboarding itself.

Accuracy

The need for accuracy goes without discussion. When someone keyboards, they need to be able to type the correct letters to convey the ideas that they want to share. The method for achieving accuracy is what is up for discussion. There are primarily two methods for knowing how to press the correct key:

1. The most obvious method is to look at the keyboard, find the desired letter and press the key. This can be accurate but not too efficient. Everyday you see that students have learned to use the hunt-and-peck method to key but this limits their speed. Speed is ultimately important.
2. The more productive method of being accurate is to learn touch keyboarding. This is the method taught in schools. Keyboarders memorize which fingers are used to tap each of the keys. After sufficient practice, this connection becomes automatic and the keyboarders can accurately key without even thinking about it.

Speed

Speed is essential if we want to keep up with our students' thought processes today. One of the realizations that we need to make is that people use keyboarding differently than offices used typing in the 60s, 70s, 80s and early 90s. Back then, we were training people to type what someone else has written. Often typing pools or executive secretaries would formalize the handwritten letters of their bosses. Today, people use keyboarding for original composition. Whether it is writing a paper, email or Instant Message, there is a flow of ideas coming from the keyboardist's thoughts that s/he is trying to capture. Poor speed can certainly get in the way here. I don't know how fast you type, but on a good day I can type 60+ words per minute. That means that I am striking at least 5 keys per second. Even with this speed, I often get frustrated because my thoughts are flowing faster than my fingers can move. I don't have any research to back this up, but I would guess that hunt-and-peck will limit a keyboarder's speed to 35 wpm.

Technique

Technique involves the methods that keyboarders should use to optimize their speed and the ergonomics that will lessen physical injuries. This is important and you will be able to read more about it in the articles I am going to recommend from my Keyboarding site. As you probably noticed, I have cataloged the research on this website by the categories in the right-hand column.

ASSESSMENT

Differentiate between Technique and speed?

Week 12

Topic: Memorandum

Outline –

- Meaning
- Features
- Format

Meaning of a memorandum

A memorandum letter or simply known as memo is a letter containing a statement that is usually written by higher authorities of an organization for the purpose of sharing information. The main purpose that a memorandum fulfills is that it aims to record and relay information, and to make brief appeals. A memorandum is also essential in the field of business as it helps build good relationships. It also helps in establishing accountability of things and saves you hassle and time than writing a letter will. In establishments and offices, memos are used to relay information to employees regarding events or any other changes that have been made in the company. Memos are generally less formal than a letter.

A memo (from the Latin *memorandum*, meaning “remembered”) is a message from one person to another or others within an organization. It can be sent on paper or by electronic mail. A memo often reports briefly on an action, raises a question, or asks permission to follow a course of action. Usually it addresses a specific question or issue in a quick, focused way, conveying information as directly as possible in clear paragraphs or numbered points. Here are some simple tips in writing a memorandum letter to get you started:

- You should write memorandum letters in a brief and simple way. Be direct with the information you are sharing. Memos do not usually exceed a paragraph or two and is usually just bulleted list of information.
- If it is a formal memo that is issued, the first part of the paragraph should state the purpose of the memorandum and then proceed to enlist additional information.
- Maintain a professional tone and use easy-to-understand language in writing the memorandum, it is meant to be read by a number of people. Keep in mind that you should not include any personal statements.

Features of a Memorandum

Many computer programs now provide a standard program for memo format, so all the design and headings are done for you. All you do is fill in what you want to say. If you do not have such a program, follow these steps:

1. Begin the memo with headings such as *To*, *From*, *Date*, and *Subject*; such headings are frequently capitalized and in boldface type.
2. In the first sentence of the memo, tell readers what your point is. Then briefly explain, giving reasons or details.

Single-space the memo; if your message is long, divide it into short
3. paragraphs, or include numbered or bulleted lists and headings to organize and draw attention to essential points.

If you type the memo for someone else, make sure that person's name
4. appears on the *From* line, and type your own initials (in lowercase letters) below the last line of the text.
5. At the bottom of the memo, type *cc*: followed by a name or names, to indicate additional recipients of the memo

Format of a memorandum

When we start knowing the various tools of business or office communication, we find that there are two major categories of Official Communication:

- Intra-Office Communication (Internal Communication, Within the Organisation)
- Inter-Office Communication (External Communication, Outside the Organisation)

Note it is simple and seems easy to understand the scope and functions of these two.

Inter Office Communication is what an organisation will opt for when the receivers are outside its jurisdiction and are not in the same office. Inter-Office is like Inter-National. We understand that an International match is played between two different countries, having their separate constitutions and governments. The same applies to inter-office communication. Letters are used in this type of communication as they are considered to be more persuasive and informative communication tools. Letters of various types serve the same purpose of connecting the two not-connected entities. It is the communication which is more formal in content and writing style.

When we use e-mail for the same purpose and between the same 'inter' offices, the letter writing guidelines are kept in concern.

Intra-office Communication is 'in-house' communication. Within one office or organisation, where the employees are working under one Head and following the same rulebooks, the formal tools like letters are not recommended to be used for communication. We can understand the need of 'less formal and more direct' communication within the same office to enhance responsiveness. Memo (Memorandum), Notice, Circular etc. is the communication tools that are used world over for Intra-office Communication.

We discuss **BUSINESS MEMO** (memorandum, plural Memoranda)) here and attempt to learn the Memo Format and Characteristics.

Before we start our detailed deliberations on Business Memos, have a look of the following excerpts:

A memorandum is written not to inform the reader but to protect the writer.

Memorandum: written note or message giving information or issuing instructions. A memorandum is usually short, with details who is sending the memo and to whom it should be distributed.

- **Memo is written communication:** a written communication similar to a letter but without the formal address blocks at the beginning, especially one that is circulated to people within an office or organization
- **Reminder:** a note intended to serve as a reminder of something

Memo is a short piece of writing generally used by the officers of an organisation for communicating among themselves.

- Used by a Person Known to the Receiver Personally
- Less Formal in Tone and Without Formal Elements e.g. Salutation/Greetings/Complimentary Close or even Signatures at the end
- Short, in a Friendly Tone

USES:

- To Provide Information
- To Issue Instruction
- To Convey Policy Decision

- To Offer/Invite Suggestion
- To Record/Report an Agreement
- To Establish Accountability
- Helps you to avoid meeting personally, when necessary

Basic Principles and Characteristics:

- Necessary and Sufficient Information
- Do not Assume that Everyone knows Everything related to the issue discussed in the Memo
- Be Clear, Concrete and Specific
- Easy-to-Understand
- Explain with Ease and Co-operation
- NO Emotional Appeal

We come across this term (Memorandum) in daily life when we see a delegation going to administration heads and giving them a letter of demands. These demands are not some new things, but the same that are supposed to be fulfilled dutifully. As the system is not in support, the representatives hand over a 'memorandum' of demands.

Assessment.

1. What is a Memorandum?
2. What are the features of a memorandum?
3. Explain the two major categories of official communication.

Week 13

Topic: E-mail

Outline –

- Meaning
- Features
- Format

Meaning:

Electronic Mail (email or e-mail) is a method of exchanging messages between people using electronic devices. Email first entered substantial use in the 1960s and by the mid-1970s had taken the form now recognized as email. Email operates across computer networks, which today is primarily the Internet. Some early email systems required the author and the recipient to both be online at the same time, in common with instant messaging. Today's email systems are based on a store-and-forward model. Email servers accept, forward, deliver, and store messages. Neither the users nor their computers are required to be online simultaneously; they need to connect only briefly, typically to a mail server or a webmail interface, for as long as it takes to send or receive messages.

Short for *electronic mail*, **email** (or *e-mail*) is defined as the transmission of messages over communications networks. Typically the messages are notes entered from the keyboard or electronic files stored on disk. Most mainframes, minicomputers, and computer networks have an email system.

Some electronic mail systems are confined to a single computer system or network, but others have gateways to other computer systems, enabling users to send electronic mail anywhere in the world. Companies that are fully computerized make extensive use of e-mail because it is fast, flexible, and reliable.

Feature Components of an Email System

Most email systems include a rudimentary text editor for composing messages, but many allow you to edit your messages using any editor you want. Some systems will also provide basic formatting, including bold, italics, font color and HTML. You can use the program to send the message to a recipient by specifying the recipient's address. You can also send the same message to several users at once. This is called *broadcasting*.

Sent messages are stored in electronic mailboxes until the recipient fetches them. To see if you have any mail, you may have to check your electronic mailbox periodically, although many systems alert you when mail is received. After reading your mail, you can store it in a text file, forward it to other users, or delete it. Copies of memos can be printed out on a printer if you want a paper copy.

Now a day, the mail client comes with enhanced features such as attachment, address book, and MIME support. Here in this chapter we will discuss all of these features which will give you a better understanding of added feature of a mail client program.

Attachment

Ability to attach file(s) along with the message is one of the most useful features of email. The attachment may be a **word document, PowerPoint presentation, audio/video files, or images.**

- In order to attach file(s) to an email, click the attach button. As a result, a dialog box appears asking for specifying the name and location of the file you want to attach.
- Once you have selected the appropriate file, it is attached to the mail.
- Usually a paper clip icon appears in the email which indicates that it has an attachment.
- When adding an attachment it is better to compress the attached files so as to reduce the file size and save transmission time as sending and downloading large files consumes a lot of space and time.

Address Book

Address book feature of a mail program allows the users to store information about the people whom they communicate regularly by sending emails. Here are some of the key features of an Address book:

- Address book includes the nick names, email addresses, phone number etc. of the people.
- Using address book allows us not to memorize email of address of a person, you just have to select recipient name from the list.
- When you select a particular name from the list, the corresponding email address link automatically get inserted in to the **To:**

- Address book also allows creating a group so that you can send a email to very member of the group at once instead of giving each person email address one by one.

MIME Types

MIME is acronym of **Multipurpose Internet Mail Extensions**. MIME compliant mailer allows us to send files other than simple text i.e. It allows us to send audio, video, images, document, and pdf files as an attachment to an email.

Suppose if you want to send a word processor document that has a group of tabular columns with complex formatting. If we transfer the file as text, all the formatting may be lost. MIME compliant mailer takes care of messy details and the message arrives as desired.

Format for Writing Official Emails

A good and well-written official email should adhere to the rules of formal structure in order to be fit for reading. Some emails are dumped by the recipient because they are not appealing and cloudy.

Official emails are written in a well-defined pattern. The format for writing official emails is highlighted below with sample emails.

1. Formal Greeting

The first step to take when writing official emails is to formally greet your recipient. Remember, the first approach is very significant in determining if your recipient will read the email or dump it.

Your greeting can be '*Dear Mrs Robinson*' if you know the name of the recipient. In cases that you don't know the recipient's name, use '*Dear Sir/Madam*'.

This applies to the formal context, for example, email to recruiters, email to your boss, email to a prospective client etc

With the advent of the social media, other greetings are becoming acceptable in the business world, especially in cases where being formal is not a requirement.

You can write "*Hi James*", "*Hey Asher*", "*Hello Simon*" etcetera.

This applies to the emails that you write to people you meet in forums, LinkedIn, Facebook, Twitter, blogs and so on.

Write out the Subject of Your Official Email

After the formal greeting, clearly write out the subject of your email. The subject of your email must prepare your recipient on what to expect in the main body of the email. Don't leave the subject blank as it provides a clue to the recipient about the email. Also, your subject should not be too long but briefly stated. For example,

Subject: Application for a Study Grant

Subject: Request for Your Products Catalogue

Subject: Visa Processing Documents

3. Introduce Yourself

This is first time your recipient will be meeting you, don't move to the point without formally and briefly introducing yourself to create a sense of familiarity that will motivate them to read your email further.

I am Kate Jonah, the director of Zaret Wood Company.

A simple introduction like this will create an expectation in the recipient's mind.

4. State the Purpose

State clearly the purpose for your official emails to the recipient. Go straight to the point. Don't bore your recipient with old tales that are unnecessary. Don't forget, your recipient has a lot of work lined up to be done. Boring him or her with old groggy tales will send them off your email.

Dear Mrs Robinson,

I am writing to apply for a postgraduate study grant in the University of California.

In the official email above, the purpose of the email was first clearly stated.

5. Write the Main Message

The main message is where your recipient gets clear over the purpose of the official email. Don't blab unnecessarily in your message. Organize your thoughts and present them in a coherent order. Write in paragraphs.

Give the email a logical arrangement that will make your notions easily understandable by the recipient. Avoid any form of informal usage or statement, and express yourself with simple and correct words.

EXAMPLE

Thanks for calling our attention to this problem. Please ensure you keep informing us about issues like this when they occur in subsequent times.

6. Conclude Formally

Official emails are procedural in nature. Therefore, your conclusion should be presented formally. Examples of formal conclusions are:

- Yours sincerely,
- Best regards,
- Your student,
- Yours cordially,
- Respectfully,

A SAMPLE CONCLUSION

Olatuniji Ruth,

Marketing Managing

Expert Steel Company

7. Sign Off With Your Full Name

It is an official email; therefore you need to affirm originality by signing with your full name, followed by other details such as the name of your company, the website or email address.

SAMPLE EMAIL

The sample below is a reply email to the client of Allen Steels Ltd over a complaint received on their late delivery.

Subject: Re: Late Delivery of Goods

Dear Mrs Akpan,

I am Olatunji Ruth, the Communications officer of Allen Steels Ltd.

Thank you for calling our attention to the late delivery of the order 47569-A for aluminum panels from our company. I understand that you made your booking about two months ago.

We are very sorry for the delay in delivery. It was due to a mismanagement issue with a staff who was unexpectedly off-duty on the correct day of delivery for your order. We want you to know we hold all our customers in high esteem and will always do everything possible to provide prompt, quality and satisfactory service.

We appreciate the courage you displayed by informing us about the problem of our service delivery; and we would like to appreciate you for that. When you are ready to make your next order, please inform me by sending a copy of your order to ruth@allensteels.com.

Thanks for your consistent patronage.

Yours sincerely,

Olatunji Ruth

Communications Officer

Allen Steels Ltd

The above sample is the format for replying an official email.

In conclusion, bear in mind that you must always check the working relationship between you and your recipient before you rush through writing an official email. Official emails should reflect your perspective about your recipient. Therefore, it must be well-organized to denote the level of your relationship with the recipient.

ASSESSMENT

1. Define Electronic mail?
2. List THREE features of electronic mail?

