

**CONTENT STANDARD 1.0: USE STANDARD OFFICE SOFTWARE APPLICATIONS****Performance Standard 1.1: Demonstrate Proficiency in Word Processing**

- 1.1.1 Use a template to create a business document.
- 1.1.2 Create tables, charts, and graphs to depict information.
- 1.1.3 Demonstrate appropriate formatting and design to create business documents (i.e., letters, emails, memos, reports, and proposals).
- 1.1.4 Demonstrate competency in keyboarding and 10-key.
- 1.1.5 Draft, edit, and revise written work.
- 1.1.6 Create various desktop publications (e.g., newsletters, certificates, brochures, and flyers).
- 1.1.7 Use data to create mail merging with other software applications.

**Performance Standard 1.2: Demonstrate Proficiency in Spreadsheet Applications**

- 1.2.1 Generate formulas and use functions to solve a problem.
- 1.2.2 Use formatting and editing to create a spreadsheet.
- 1.2.3 Create tables, charts, and graphs to depict information.
- 1.2.4 Demonstrate sorting and filtering data.
- 1.2.5 Export data to other software applications.
- 1.2.6 Import data to create spreadsheets.
- 1.2.7 Implement security measures for spreadsheet protection.

**Performance Standard 1.3: Demonstrate Proficiency in Database Applications**

- 1.3.1 Use data to create tables.
- 1.3.2 Create forms to collect and enter data.
- 1.3.3 Formulate reports utilizing data queries to convey meaningful information.
- 1.3.4 Use filters to answer inquiries and create final reports.
- 1.3.5 Edit and revise collected data.

**Performance Standard 1.4: Demonstrate Proficiency in Presentation Software**

- 1.4.1 Use a template to create a presentation.
- 1.4.2 Demonstrate appropriate formatting and design of business presentations.
- 1.4.3 Edit and revise presentation content consistent with professional standards.
- 1.4.4 Customize presentations (e.g., animations, transitions, hidden slides, sound files).
- 1.4.5 Capture and insert graphics, audio, and video appropriate to the presentation.
- 1.4.6 Manage presentations (e.g., use rehearsed timings, screen navigation tools, pen, highlighter).

**Performance Standard 1.5: Demonstrate Proficiency in Technology Media**

- 1.5.1 Evaluate Internet research sites for credibility and reliability.
- 1.5.2 Manage an electronic file storage system.
- 1.5.3 Recognize the potential risks associated with information management.
- 1.5.4 Identify and apply information security practices (e.g., password security, login, logout).
- 1.5.5 Practice safe, legal, and responsible use of technology in the workplace.
- 1.5.6 Demonstrate effective and appropriate use of social media.

**CONTENT STANDARD 2.0: UNDERSTAND ACCOUNTING FUNCTIONS****Performance Standard 2.1: Perform Accounting Procedures**

- 2.1.1 Balance cash and receipts.
- 2.1.2 Balance bank statements with checkbook.
- 2.1.3 Maintain accounting records (e.g., AP, AR, payroll, cost, tax).

- 2.1.4 Process invoices for payment.
- 2.1.5 Prepare bank deposits.
- 2.1.6 Prepare purchase requisitions.
- 2.1.7 Complete travel vouchers.
- 2.1.8 Document and process receipt of payment.
- 2.1.9 Explain the nature of accounts payable and accounts receivable.
- 2.1.10 Manage budget allocation.

## **CONTENT STANDARD 3.0: UNDERSTAND LEGAL AND ETHICAL ISSUES THAT IMPACT BUSINESS**

### **Performance Standard 3.1: Understand Legal Issues in Business**

- 3.1.1 Describe various fraudulent business activities.
- 3.1.2 Explain legal issues associated with information management.
- 3.1.3 Describe methods used to protect copyrights, intellectual property, and corporate property.
- 3.1.4 Research local, state, and federal regulations impacting business operations.
- 3.1.5 Discuss the importance of maintaining records for software licenses.
- 3.1.6 Describe employee rights in the workplace.

### **Performance Standard 3.2: Understand Ethics in Business**

- 3.2.1 Explain ethical characteristics and traits.
- 3.2.2 Discuss business ethics in the office environment.
- 3.2.3 Describe the importance of workplace confidentiality.
- 3.2.4 Discuss and examine ethical usage of media content.

## **CONTENT STANDARD 4.0: UNDERSTAND THE IMPORTANCE OF POSITIVE CUSTOMER RELATIONS**

### **Performance Standard 4.1: Foster Positive Relationships with Customers**

- 4.1.1 Recognize the importance of and demonstrate how to properly acknowledge customers/clients.
- 4.1.2 Identify and address needs of customers/clients.
- 4.1.3 Provide helpful, courteous, and knowledgeable service.
- 4.1.4 Identify appropriate channels of communication with customers/clients (e.g., phone call, face-to-face, email, Web, social media, technology).
- 4.1.5 Identify techniques to seek and use customer/client feedback to improve company services.
- 4.1.6 Recognize the relationship between customer/client satisfaction and company success.

### **Performance Standard 4.2: Resolve Conflicts with/for Customers**

- 4.2.1 Identify conflict resolution skills to enhance productivity and improve workplace relationships.
- 4.2.2 Implement conflict resolution strategies and problem-solving skills.
- 4.2.3 Explain the role of documentation as a component in conflict resolution.

## **CONTENT STANDARD 5.0: UNDERSTAND BUSINESS COMMUNICATION**

### **Performance Standard 5.1: Demonstrate Written and Oral Communication**

- 5.1.1 Prepare correspondence (e.g., memo, business letter, electronic mail).
- 5.1.2 Proofread for all content, format, and keying errors.
- 5.1.3 Transcribe notes from written, verbal, and/or recorded formats.
- 5.1.4 Prepare agendas and compile materials for meetings.
- 5.1.5 Communicate with liaisons outside the company.

5.1.6 Prepare and deliver oral presentations.

## **CONTENT STANDARD 6.0: UNDERSTAND BUSINESS AND OFFICE OPERATIONS**

### **Performance Standard 6.1: Manage Office Functions for a Business**

- 6.1.1 Demonstrate management of office projects and meeting deadlines.
- 6.1.2 Explain purchasing, shipping, and receiving procedures.
- 6.1.3 Make travel arrangements for business purposes.
- 6.1.4 Plan and organize a meeting.
- 6.1.5 Describe the function of facilities management.
- 6.1.6 Plan organization/department activities.
- 6.1.7 Create and maintain electronic office calendars, tasks, appointments, resources.

### **Performance Standard 6.2: Understand Mail/Shipping Processes**

- 6.2.1 Process incoming and outgoing mail.
- 6.2.2 Identify special mail services through USPS (e.g., certified, registered, return receipt).
- 6.2.3 Identify mail/shipping couriers (e.g., FEDEX, UPS, DHL).

### **Performance Standard 6.3: Understand Telephone Techniques and Etiquette**

- 6.3.1 Identify techniques for answering, screening, and placing calls.
- 6.3.2 Identify techniques for placing callers on hold, transferring calls, and taking/leaving messages.
- 6.3.3 Locate telephone numbers and contact information.

### **Performance Standard 6.4: Understand File/Records Management**

- 6.4.1. Identify types of filing supplies, procedures, and systems.
- 6.4.2. File office information manually and electronically.
- 6.4.3. Retrieve information from files.
- 6.4.4. List the phases of a record life cycle.

### **Performance Standard 6.5: Understand How Businesses are Organized**

- 6.5.1. Describe the differences between the various types of business ownership.
- 6.5.2. Describe the hierarchy of a business organization and the roles of key officers in an organization.
- 6.5.3. Compare and contrast various types of management styles.

### **Performance Standard 6.6: Understand Proper Use of Office Tools and Equipment**

- 6.6.1. Identify when to use facsimile versus scanned documents.
- 6.6.2. Discuss copy machine usage and maintenance.
- 6.6.3. Operate 10-Key calculator.
- 6.6.4. Set up and use audio visual equipment.
- 6.6.5. Explain the use of multi-line phones and conference calls.
- 6.6.6. Describe web-based and video conferencing.
- 6.6.7. Discuss technology device trends as applied to business environments.

### **Performance Standards 6.7: Investigate Careers in Administrative Services**

- 6.7.1. Research various careers related to administrative services and office management.
- 6.7.2. Compare personal traits, likes, and dislikes with characteristics typical in administrative services careers.
- 6.7.3. Explain the role and responsibilities of administrative assistants.