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COURSE BROCHURE

Office Administration Essentials Training Course

21 – 25 February 2027
Kuala Lumpur

Office Administration Essentials Training Course

Ref: 307_10268 **Date:** 21 – 25 February 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Office Administration Essentials is a 1-week training course for office administrators, administrative officers and new office coordinators, and it ends with an office procedures manual for the participant's own workplace. Small and mid-sized offices depend on one or two people to keep files, diaries, supplies and visitors in order, and gaps there quickly slow everyone else. Jupiter Prime Training runs this course for administrators building reliable daily routines.

Why Office Administration Essentials Matter Now

Office administrators are often appointed for general ability and left to learn routines by trial and error, while managers expect files to be found, rooms to be booked and suppliers to deliver without reminders. Staff turnover means that procedures living only in one person's head disappear when that person leaves. An office with written routines, a clear filing index, a reorder system and a welcoming front desk runs smoothly and hands over easily; one without them loses documents, double-books rooms and leaves visitors waiting. The course rests on recognised office administration and records retention practice, applied in general terms.

Who Gains Most from Office Administration Essentials

- Staff who open and close the office and run its daily checklists
- Officers who keep paper files, shared folders and the mail log
- Coordinators who book diaries, meeting rooms and visitor access
- Staff who order stationery and consumables and deal with suppliers
- Receptionists and front desk staff who greet visitors and take calls

A branch or department where several administrators share the same desk duties gains most when they attend together and agree one set of written routines.

Office Administration Essentials Capabilities

Participants leave able to run the everyday machinery of an office with fewer reminders and clearer records.

- Build daily and weekly office checklists — managers who need routine tasks done without prompting
- Design a filing system and folder index — colleagues searching for documents
- Apply a mail log and meeting room booking sheet — staff and visitors relying on the office
- Calculate stock reorder levels and track supplier deliveries — budget holders approving purchases
- Communicate with visitors and callers to a set front desk standard — the organisation's first impression
- Specify office procedures in a written manual — new joiners and cover staff

Key Office Administration Essentials Terms

- Filing index — a list showing where each category of paper or digital file is kept and how it is named.
- Mail log — a register of incoming and outgoing letters and parcels with dates, recipients and actions taken.
- Reorder level — the stock quantity at which a new order for an item is placed to avoid running out.
- Purchase request — a form asking for approval to buy goods or services before an order is placed.
- Retention period — the length of time a type of record must be kept before archiving or disposal.
- Front desk standard — agreed rules for greeting visitors, answering calls and taking messages at reception.

Office Administration Essentials Day by Day

Day 1: The Office Administrator's Role

- Office Administrator Duty Map — Routine, Periodic and Ad Hoc Tasks
- Daily and Weekly Office Checklists — Opening, Closing and Recurring Jobs
- Internal Customer Expectations — Managers, Staff and Visitors
- Sector Contrasts — Clinics, Schools, Contractors and Professional Firms
- Office Routine Audit — Bottlenecks, Missed Tasks and Duplicated Effort

Day 2: Filing, Records and Office Paperwork

- Filing System Choices — Alphabetical, Numerical, Subject and Chronological
- Paper and Shared Folder Index — Locating Files Within a Minute
- Incoming and Outgoing Mail Log — Registration, Routing and Follow-Up
- Records Retention Basics — Keeping, Archiving and Disposing Correctly
- Confidential Paper Handling — Locked Storage and Need-to-Know Access

Day 3: Scheduling, Meetings and Office Space

- Manager Diary Coordination — Booking, Confirming and Rescheduling Appointments
- Meeting Room Booking Sheet — Clashes, Set-Up and Equipment
- Agenda and Action Note Templates — Short Meetings With Clear Follow-Up
- Visitor and Contractor Scheduling — Access, Escorts and Sign-In
- Office Calendar of Recurring Deadlines — Renewals, Reports and Inspections

Day 4: Supplies, Suppliers and Front Desk Service

- Stationery and Consumables Stock List — Reorder Levels and Usage Tracking
- Supplier Contact Register — Quotes, Orders and Delivery Checks
- Purchase Request Routine — Approval, Receipt and Invoice Matching
- Front Desk Service Standards — Greeting, Telephone Etiquette and Message Taking
- Handling Difficult Visitors and Callers — Calm Responses and Escalation

Day 5: Practising the Office Procedures Manual

- Office Activity Report — Weekly Figures on Mail, Visitors and Supplies
- Filing Index Build for a Real Office — Peer Check
- Supplier and Stock Scenario — Shortage, Late Delivery and Substitute
- Front Desk Role-Play — Visitor, Courier and Complaint Situations
- Office Procedures Manual — Routines, Forms and Contacts Compiled

Applying Office Administration Essentials After the Course

- Introduce the daily and weekly office checklists for one month and note which tasks were previously missed.
- Set reorder levels for the ten most-used consumables and record supplier delivery times on the new contact register.

Office Administration Essentials Questions FAQ

What is office administration essentials training and why does it matter now?

Office administration essentials training covers the routines that keep an office working: filing, scheduling, supplies, front desk and simple reporting. It matters now because offices rely on small administrative teams, and undocumented routines vanish whenever someone leaves.

Which roles gain most from office administration essentials training?

Office administrators, administrative officers, receptionists and new office coordinators gain most. Clinics, schools, contractors and professional firms with small administrative teams see the quickest improvement.

How does office administration essentials training differ from advanced office management training?

It concentrates on core daily routines rather than leading an office. Advanced office management courses cover budgets, teams, digital transformation and automation; office administration essentials covers filing, mail, room booking, supplies and front desk service.

What do you bring back from office administration essentials training?

You bring back an office procedures manual with checklists, filing index, mail log, booking sheet, stock list, supplier register and front desk standards ready for your workplace.

Office Administration Essentials: The Way Forward

The office procedures manual gathers the checklists, filing index, booking sheets, stock list, supplier register and front desk standards of one office. Its first use is agreeing the daily routine with the line manager. Administrators, cover staff and new joiners rely on it, and it is worth revisiting after the first month, once missed tasks and supplier delays show where routines need tightening.