

OFFICE ADMINISTRATOR

Your organizational skills let you attend to these customers and get back to your other tasks that much faster. You spend the rest of the day Tuesday working on items on your Things to Do list and handling calls and clients.

**STEP 8 MAKING TRAVEL ARRANGEMENTS AND PLANNING EVENTS**

- ☐ When you arrive for work Wednesday, Andrew asks you to make some travel arrangements for him. He's traveling to Chicago next week to attend an annual campus clothing conference. He'll need a hotel for three days and two nights and a flight that arrives mid-morning on Wednesday and leaves late-afternoon Friday of that week. Andrew tells you he won't need a rental car as long as you book a hotel within walking distance of the conference.



Your office doesn't use a travel agent. Instead, you and Jen have compiled a travel folder. You have information on the major hotel, airline, and rental car companies, and you know which ones offer corporate discounts. For each trip someone at the stores makes, you and Jen keep a separate folder. Whenever someone returns from a trip you get their opinion on the hotel, flight, and rental car company and make notes in that trip's folder. That way, you are able to consult the folders and use that information when someone else travels to the same city.

You know that Molly went to Chicago last month, so you consult that trip folder and find that she enjoyed the hotel she stayed in and that the airline she flew gave a corporate discount. First, you call the airline, Transair, at 800-555-2525 and check to see if they have a flight available for Andrew's trip times. They do, and they offer the discount, so you book the flight. Andrew will depart from Cleveland Hopkins International Airport, Gate 12C, at 8:15 a.m. on Sept. 28, 20XX. His flight number is 22B, and his seat number is 2F. He will arrive at O'Hare International Airport in Chicago, Gate 3A, at 9:15 a.m. Andrew will leave Chicago from O'Hare Gate 10A at 4:25 p.m. on Sept. 30, 20XX. He is flying Transair flight number 31G and is in seat 5D. He will arrive at Hopkins at Gate 4C at 5:45 p.m.

Next you check an online Chicago map to see if the hotel Molly stayed in, called Millennium, is close to Andrew's conference. You find the hotel is only a block away from the conference! You call the hotel at 232-555-2323 and book a room for Andrew, making sure it's nonsmoking since you know he doesn't smoke. The room is booked for the nights of Sept. 28 and 29, 20XX, at a rate of \$90 a night. The reservation number is 12202003. You put the hotel information in a folder for Andrew, planning to add the plane tickets when they arrive. Since this is his first trip to Chicago, you include a tourism book about the city that you bought when Molly went to Chicago. You then get to work typing up an itinerary.

Wednesday afternoon Kevin comes to talk to you and Jen. Halloween is fast approaching, and he wants to plan a bookstore Halloween party for the stores' 40 employees. He'd like to hold it from 8 to 11 p.m. October 29. He asks you and Jen to find a venue, decorations, and music, order some deli-style food and candy, and make invitations. Your budget is \$600.

Jen remembers that one of the old warehouses downtown has started renting out rooms for parties. She calls and gathers information, finding the warehouse has a room available that night that will accommodate the work crowd. You and Jen arrange to drive over and have a look at the room. When you get there, you find the room perfect, and the warehouse manager tells you the room already will be decorated for Halloween and that Halloween music will be playing over the loudspeakers throughout the warehouse all night. Tables and chairs also will be provided. You ask the manager numerous other questions before booking the room for \$300 and signing the contract.

You and Jen decide to simply buy Halloween candy at the store and put it in bowls, but you call a local deli and order beverages and several trays of sandwiches and vegetables for the party. Altogether you spend \$250 on food. Since you're starting to run low on cash, you and Jen decide to design an invitation at work and send it to all employee e-mail addresses using the stores' listserv. That way you'll be able to stay within your budget. When the two of you get back to the office you design invitations with the date, time, location, and directions to the location, making sure to note that it is a costume party for employees only. You then ask Kevin to approve the invitations so you can send them out!

**Halloween Party
Friday October 29
8 to 11 p.m.**

**Check your
e-mail for
details.**



- 26.** In Step 11 you get the following information from one of the periodicals you are using:

Author: Janie Smith

Periodical Title: Student Relations

Pages Used: 19-26

Date Published: June 27, 2004

Article Title: Books at Bargain Prices

In MLA style, write the works cited entry for this information.

- 27.** In Step 11 you decide to use the quote from that same periodical, "Students cannot afford to spend \$1,000 on books each semester," which you found on page 22. Write what the quote and parenthetical reference would look like in MLA style.

- 28.** In Step 11 you organize the information you've gathered at the library using three steps. List these three steps to organizing information.

- 29.** From Step 14 we know that as office manager you pay close attention to your office's standards of conduct, as well as the three groups into which these standards fall. List the three groups of standards of conduct.

For questions 30 through 38, follow each question's instructions.

- 30.** In Step 7 you put your organizational skills to work. Using the company hierarchy and considering which tasks are most urgent, who needs them done, and how long it will take, prioritize the six items on your Things to Do List.

- 31.** In Step 8 you plan a trip to Chicago for Andrew and include all the necessary information on an itinerary. What would Andrew's itinerary look like for this trip? Create it in Microsoft Word and print it out.

- 32.** In Step 9 you must organize eight files. Write these eight files in indexing order and alphabetic sequence.

- 33.** In Step 10, Kevin gives you the text for his business letter. Type and format the letter using Microsoft Word. Then print it out.

- 34.** In Step 11 you write an introduction for your paper. There are eight errors in this paragraph. Please retype the paragraph using Microsoft Word, correcting the eight errors. Then print it out.

- 35.** In Step 11 identify the thesis statement in your introduction paragraph.