

DOWNEY UNIFIED SCHOOL DISTRICT  
Middle School Course Outline

**Course Title:** Office Service (One Semester)  
**Grade Level:** 8 only  
**Prerequisites:** Approval of counselor and individual school office; good attendance

**Course Description:**

Students enrolled in Office Service are given the opportunity to learn and practice office techniques while performing services for the school: filing, using the telephone, recording information, receiving visitors, transmitting messages, practicing office skills, and learning the value of a pleasant appearance and good work habits. Before choosing this course, students should check with personnel in the office desired.

**Student Performance Objectives for this Course:**

Students will

1. show proficiency in general office procedures.
2. explain and demonstrate effective office procedure.
3. demonstrate simple telephone manners through actual contact with parents and school officials.
4. demonstrate an understanding of people: how they act, why they act as they do, and how their favorable response may be won.
5. show proficiency with primary business principles, procedure, and broad policies of emergency data cards, absence notices, office summons, roll cards, and related forms.
6. show proficiency in the use of the basic tool of business -- communication.