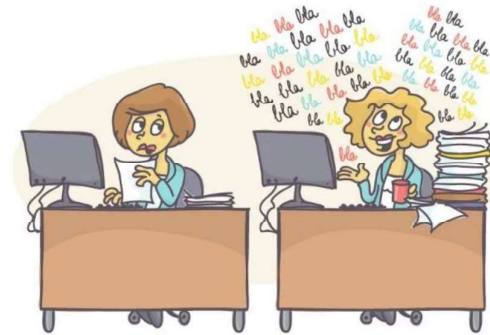


I. Delivering quality work

1. In order to deliver quality work in an office environment, which of these skills so you think are essential?



- | | |
|---|--|
| <input type="checkbox"/> Accuracy | <input type="checkbox"/> Interpersonal skills |
| <input type="checkbox"/> Answering Questions | <input type="checkbox"/> Meetings |
| <input type="checkbox"/> Appointment Scheduling | <input type="checkbox"/> Message Taking |
| <input type="checkbox"/> Assisting Others | <input type="checkbox"/> Office Duties |
| <input type="checkbox"/> Attention to Detail | <input type="checkbox"/> Organisation |
| <input type="checkbox"/> Communication | <input type="checkbox"/> Phone Calls |
| <input type="checkbox"/> Computer Skills | <input type="checkbox"/> Punctuality |
| <input type="checkbox"/> Correspondence | <input type="checkbox"/> Reliability |
| <input type="checkbox"/> Customer Service | <input type="checkbox"/> Research |
| <input type="checkbox"/> Data Entry | <input type="checkbox"/> Screening and Directing Calls |
| <input type="checkbox"/> Diplomacy | <input type="checkbox"/> Self-motivation |
| <input type="checkbox"/> Directing Visitors | <input type="checkbox"/> Teamwork |
| <input type="checkbox"/> Event Planning | <input type="checkbox"/> Telephone skills |
| <input type="checkbox"/> Filing | <input type="checkbox"/> Time Management |
| <input type="checkbox"/> Forwarding Phone Calls | <input type="checkbox"/> Verbal Communication |
| <input type="checkbox"/> Friendly | <input type="checkbox"/> Welcome Visitors |
| <input type="checkbox"/> Front Desk Operations | <input type="checkbox"/> Written Communication |
| <input type="checkbox"/> Greeting Visitors | |

2. You will need to have some I.T. skills in an office. Write some pieces of I.T. you will probably need to use:
