University Institute of Liberal Arts and Humanities

Course Name – Professional Business Communication

Course Code – 22PCH-105

Office order

DISCOVER . **LEARN** . EMPOWER

COURSE OBJECTIVES

The Course aims to:

1	Augment student's overall communication and interpersonal skills by practicing oral and written English for professional life.
2	Enrich reading capability to enhance business sense through special emphasis on business vocabulary and its usage.
3	Write business documents clearly, concisely and analytically in correct syntax.
4	Speak coherently, concisely in social and professional environment.

Course Outcomes

On completion, the students are expected to:

CO Number	Title	Level
CO1	Apply non-verbal and soft skills effectively to attain expertise in Listening, Speaking, Reading and Writing Skills (LSRW Skills).	Apply
CO2	Apply correct contextual and comprehensible written text and speech in a wide range of communication situations.	Apply
CO3	Demonstrate linguistic competence while speaking and writing through accuracy in grammar, intonation, pronunciation and vocabulary.	Apply
CO4	Evaluate information as critical readers, speakers and writers applying ethics in communication and being sensitive in cross cultural communication.	Evaluate
CO5	Create original short compositions, in the form of paragraph writing, business correspondence, blogs etc. using logical support and argument.	Create

OFFICE ORDERS

Office Order

- Office order is a means of internal communication within an organization.

- The term 'order' generally means telling subordinates to do or refrain from doing a specific job.

- By passing an order, high level executives want their subordinates to carry out the order.
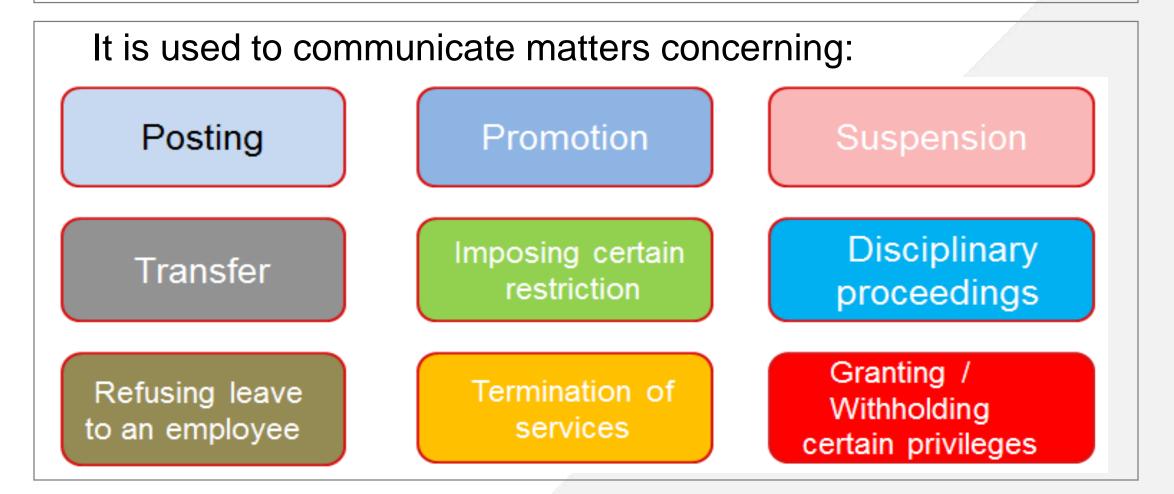
Features of Office Order

- It is a means of Downward Communication.

- It carries a stamp of authority.

- People working at lower level are bound to accept this.

Matters Concerned

It is used to communicate matters concerning:

Posting	Promotion	Suspension
Transfer	Imposing certain restriction	Disciplinary proceedings
Refusing leave to an employee	Termination of services	Granting / Withholding certain privileges

Essentials of Office Order

- The order must be precise.
- It should be written in very simple words.
- The order should be written in unoffending language
- It should clearly specify for whom they are meant.
- It should be correct, short & to the point.
- It must contain specific instructions or directions for compliance.
- It must be authentic & duly signed by a competent authority.

Poll Question 1

'Transfer' is one of the matters that is communicated through office orders.

- Yes
- No

SAMPLE

Aman Watch Company

New Delhi

OFFICE ORDER

Reference :HR/2016/08   **Dated: 15-07-2020**

The management is pleased to grant the promotion to Mr.Ashish Sinha in recognition of his meritorious services to our organization for the last five years. With effect from 20-07-2020, he will hold the rank of Sales Manager and would be entitled to all the emoluments and benefits of this post.

Copy to: **Amit Sood**

Accounts Officer   **Human Resource Manager**

DIFFERENCE

CIRCULAR	OFFICE ORDER	NOTICE
1. No order of any authority.	1. It is issued by the competent authority.	1. It is issued by the competent authority.
2. Circular is an information for all.	2. It is mandatory of compliance by all.	2. It is an advisory for all.
3. It is for specific purpose or event e.g. meeting etc.	3. It contains instructions related to office works, office hours, holidays, promotions etc.	3. They are pinned up on display boards in institutions, offices or public places.

Differences contd.

CIRCULAR	OFFICE ORDER	NOTICE
4. It is usually printed with a space left for the name, addresses etc. in the columns.	4. It is issued periodically (every Monday/first week of month) and is predecided.	4. It is about the information which has already occurred or going to occur within a short period.
5. It is circulated to the intended viewers to make them aware of the same.	5. It is issued to the target group of people.	5.The purpose is to announce display information to a specific group of people.

Poll Question 2

Tick the correct option that better suits to Office Order:

- is mandatory of compliance by all.
- is an information for all.
- is an advisory for all.

Applications

- The instructions about the work related information by the organization helps to work smoothly.

- Correct grammar , punctuation and spellings are the keys in written communication , hence these can be improved with the practice.

- Technical words used in writing skills improve vocabulary .

Assessment Pattern

Students are assessed on the basis of the following parameters:

- Hourly Tests - 2
- Assignments
- Surprise Test
- Quiz
- Student Engagement
- End Semester Exam

References

- https://www.pearson.com/us/

- https://www.atpeducation.com/home

- https://www.learnpick.in/prime/documents/notes/details/4727/memos-circulars-and-notice

- Practical English Usage fourth edition by Michael Swan(Online book at Flipkart).