

Number of methodological Tool	EUPA_LO_004_M_005
Work Area Code and Title	2.1 OFFICE PROCEDURES
Unit Code and Title	2.1.2 Handle the Stock
Learning Outcome Number and Title	LO004: Be able to explain and describe the stock control procedures that apply in the office in order for the office to run smoothly
Title of methodological tool	Ordering office supplies
Objective of the methodological tool	After the completion of this exercise the participants will be in a position to: <ol style="list-style-type: none"> 1. Explain and describe the stock control procedures that apply in the office in order for the office to run smoothly 2. Outline the procedure used for ordering from a specific supplier
Individual or group exercise	<input type="checkbox"/> Individual <input checked="" type="checkbox"/> Group
Type of methodological tool	<input type="checkbox"/> Written Exercise <input type="checkbox"/> Video Analysis <input checked="" type="checkbox"/> Simulation <input type="checkbox"/> Multiple choice <input type="checkbox"/> Group exercise with cards <input type="checkbox"/> Exercise using ICT <input type="checkbox"/> Role Play <input type="checkbox"/> Group discussion <input type="checkbox"/> Case study <input type="checkbox"/> Creative Group Work
Description of the exercise	Ordering office supplies Participants receive six (6) emails with requests from the manager and colleagues regarding orders of items, like stationery. <ul style="list-style-type: none"> - A group discussion follows about the possible company policies (who is responsible for each type of stock, depending on the size of the company, when to ask manager for permission to order (amount, price, etc.)).

	<ul style="list-style-type: none"> - Participants form small groups (3-4) and go through these requests, prepare a list of items to be ordered and then search the internet and call several suppliers to receive more information about the process and conditions of ordering from them. After that, the group reports their findings to the trainer, who then compares and summarizes findings from the groups, if they are different. - Each participant is asked to prepare a written order. The trainer then asks four participants to read their orders, and gives comments on the wording, level of detail, structure etc.
Exercise is accompanied by	<ol style="list-style-type: none"> 1. Six (6) requests (should be on separate pieces of paper and in the local language) <ol style="list-style-type: none"> 1. Ink pen Parker Brand; 6 Highlighters different colours; Leather computer case; Post it notes 2. 120 Envelopes A4, 12 blue pens, scissors, large stapler 3. Labels, Envelopes, 30 Post stamps, Business card holder, Post it notes-large 4. Milk, calculator, stapler 5. Address Book , Table calendar, Highlighters, Scissors 6. Magnetic wall board and Magnets, Pencils (at least 12), Whiteboard markers-3 sets 2. Equipment in the training room: Computers with internet connection and phone should be available for the participants to use during the simulation.
Exercise solution	No right solution - learners should notice that the orders are not very specific and they should ask for more details to ensure that the order will be correct. They should also discuss, whether the person needs those for his/her work, whether they should order more of those items to have in stock etc.
Other comments to the trainer	Depending on the size of the company and the person's own responsibilities, he/she may have to order office supplies for

himself/herself, the department, or the entire business. He/She can purchase supplies at an office supply store in person or by ordering over the phone, via fax, or via mail, choosing from an office supply catalogue. He/she can also use office supply websites (the trainer should include common websites in his/her country).

Purchases can be shipped or delivered.

When one determines an order, he/she should not overestimate their needs. A multiple-item discount is not always useful, because certain items (such as beverages and snacks) cannot be stored for too long. Administrative personnel should keep an inventory of supplies and when they use them. A logbook is a useful way to keep a record of supplies used. In addition to everyday supplies like pens, pencils, staples, paper clips, and file folders, special consideration may be required before ordering other items. For example, fax paper, computer printer toner or ink cartridges, computer CDs, copier replacement cartridges or toner, and copier paper must be ordered with your exact office equipment in mind.

Office supplies should be kept on shelves in a supply cabinet or file cabinet. If co-workers have access to these supplies, consider labelling the shelves to keep them organized. Keep the supply storage area orderly and clean. Items that you use most often should be stored at eye level, where they are easy to see and reach. Those that might spill should be kept on a lower shelf. Try to keep the label from the original packaging attached to the supplies; the information is helpful when reordering the item. For the same reason, keep opened reams of copier and office paper inside the wrapper, leaving the label on one end. There are many different types and weights of office paper, and some are better suited for certain applications than others. Saving the label helps ensure that you have the right product for the job.

The following is a list of common office supplies listed by type:

Audiovisual Equipment and Supplies

	<ul style="list-style-type: none"> • Audiovisual equipment and accessories • Laminating equipment and supplies • Binding equipment and supplies • Message boards, signs, and lettering • Business presentation tools and supplies • Wallboards • Graphic arts and drafting supplies <p>Basic Supplies and Labels</p> <ul style="list-style-type: none"> • Adhesives and tape dispensers • Message pads, memo books, cash boxes, coin handling, and Post-it Notes™ <p>Key Control Items</p> <ul style="list-style-type: none"> • Name tags and tickets • Clips, pushpins, fasteners • Paper punches and trimmers • Rubber bands • Safes and security items • Correction fluid and tape • Stamps and stamp pads • Labels • Staplers and staples • Mailroom supplies <p>Break room and Safety</p> <ul style="list-style-type: none"> • Beverage dispensers • Cold beverages • Break room appliances • Cups, plates, and utensils • Coffee and hot beverages • First aid supplies • Safety products • Clocks • Snacks <p>Business Cases</p> <ul style="list-style-type: none"> • Attaché cases
--	---

	<ul style="list-style-type: none">• Computer and multi-use cases• Backpacks Portfolios• Briefcases• Ring-folios and pad holders• Business card holders and accessories• Travel accessories• Catalogue and sample cases <p>Calendars and Planners</p> <ul style="list-style-type: none">• Address books• Organizer books• Appointment books• Telephone books• Calendars• Wall planners• Organizer book refills and accessories <p>Cleaning Supplies</p> <ul style="list-style-type: none">• Air fresheners• Glass cleaners• Bathroom cleaners• Mops and buckets• Brooms and dustpans• Soap and hand cleaners• Brushes and dusters• Sponges and squeegees• Floor and carpet cleaners• Trash cans and liners• General office cleaners• Vacuums <p>Custom Printing</p> <ul style="list-style-type: none">• Business and human resource forms• Engraved products• Business cards• Envelopes• Business stationery
--	---

	<ul style="list-style-type: none">• Labels• Custom stamps• Specialty imprints <p>Filing, Binding, and Storage</p> <ul style="list-style-type: none">• Binder accessories• Indexes• Binders• Portfolios• Boxes• Reference systems• Catalogue racks• Report covers• Dividers for binders• Sheet protectors• Files• Tabs• Index cards <p>Hardware</p> <ul style="list-style-type: none">• Air purifiers• Key control items• Batteries• Ladders and stools• Extension cords• Light bulbs• Fans• Tools• Hand trucks• Utility cabinets• Heaters <p>Organizers and Desk Accessories</p> <ul style="list-style-type: none">• Bookends• Desktop sorters• Cord and cable management supplies• Desktop, wall, and floor literature holders
--	---

	<ul style="list-style-type: none">• Desk pads and blotters• Hanging wall files• Desk trays• Partition organizers• Desktop and drawer organizers• Surface protectors• Desktop collections <p>Paper, Forms and Envelopes</p> <ul style="list-style-type: none">• Blank certificates• Paper• Business forms• Paper rolls• Card products• Photo and specialty paper• Clipboards• Record-keeping materials• Document Covers• Seals• Envelopes• Tax forms• Notebooks• Writing pads• Pens, pencils, and markers• Erasers• Pencil Sharpeners• Highlighters <p>Printer and Fax Supplies</p> <ul style="list-style-type: none">• Inkjet cartridges and supplies• Laser toner cartridges and supplies• Thermal printer supplies <p>Restroom Paper Supplies</p> <ul style="list-style-type: none">• Bathroom tissue• Paper towels and dispensers• Facial tissue
--	---

	<ul style="list-style-type: none">• Wipes and towels• Napkins and dispensers
--	---

This project has been funded with support from the European Commission.

This publication [communication] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.