## 7785 practical -workplace and logbook

1. **Project: Develop a strategy for the maintenance of office equipment**

Develop a strategy for the effective and efficient maintenance of office equipment. The strategy should include:

One person in the office should be made responsible for the maintenance of office equipment

Training of all staff regarding replenishment of consumables: toner cartridges, paper, etc.

Training of all staff regarding the normal operation of electrical equipment, such as making of photocopies, sending and receiving of faxes.

Training of all staff in case of small technical problems

Diarising of dates for servicing of equipment, use a three month cycle for this exercise.

Set up a system for the ordering of paper for the photocopier and the fax so that the office does not run out of paper.

Set up a system for ordering toner cartridges in time, so that the toner of the photocopier and the fax does not run out. Having duplicate cartridges is always a good idea, since it takes pressure off the ordering of cartridges.

Control of stock of paper and cartridges.

A back-up person to assume responsibility in case the nominated person responsible is not available (off sick or on leave).

Also include a process to follow when equipment breaks down.

**You would need:**

A diary to diarise dates

A book in which to record services of equipment, breakdowns and the reasons for the breakdown, replenishment of consumables to establish how much is used in the office during a specified period. This could be an order book and/or a file in which all the information is recorded.

A dedicated space in the office where the booklets (manuals) of equipment as well as the book or file mentioned above is kept. You will also have to keep the contact details of the manufacturers in case of breakdowns in this space.

First work out a rough copy of your strategy on paper. Once you are satisfied with the strategy, record the final product in your notes.

1. **Research assignment How Would You Learn How New Technology In The Office Operates?**

Investigate procedures at your work place and find solutions to the following questions

If the office buys a new fax machine, how would you learn how to send and receive faxes?

How would you learn how to replace the toner cartridge?

How would you learn how to replace the paper?

How would you learn how to fix small technical problems?

If the office buys a new photocopier, how would you learn how to make photocopies?

How would you learn how to replace the toner cartridge?

How would you learn how to replace the paper?

How would you learn how to fix small technical problems?

In all instances, if the equipment breaks down, what would you do to ensure that the equipment is repaired on time?

1. **Self-evaluation: How Important Is Your Job?**

Do you think your job is important? Explain your answer.

What could go wrong if you did not do your job properly or if you made a mistake?

Would you like to be treated like the customer in the example? What would you do differently in your job to ensure that customers are always treated well?

Would you agree that it is every employee’s responsibility to see that customers are treated well? Motivate your answer.

Who are your customers when you are working in a public service or government office?

Should they also be treated well at all times? Motivate your answer.

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