

Name: Bridgette Blake		Grading Quarter: 1	Week Beginning: January 15
School Year: 2023-2024		Subject: Business Office Support Specialist (BOSS)	
Monday	Notes: No School- MLK Day	Objective: Lesson Overview:	Academic Standards:
Tuesday	Notes:	Objective: Students will learn how to establish and follow procedures to manage electronic records and proper telephone etiquette. Lesson Overview: <ul style="list-style-type: none"> • Create folders and subfolders on desktop. • Create 'Weekly Assignment' template with standard formatting and save it in folder. • Telephone etiquette PPT 	Academic Standards: 4.0 Apply communication, collaboration, and email skills. 10.2 Use professional telephone etiquette.
Wednesday	Notes:	Objective: Students will learn to record and deliver accurate messages and apply screen techniques. Lesson Overview: <ul style="list-style-type: none"> • Compose telephone voicemail and leave voicemail. • Listen to voicemails and write messages. • Quiz 	Academic Standards: 4.0 Apply communication, collaboration, and email skills. 10.1 Record and deliver accurate messages to appropriate parties. 10.2 Use professional telephone etiquette.
Thursday	Notes:	Objective: Learn to communicate appropriately through email. Lesson Overview: <ul style="list-style-type: none"> • Email Etiquette PowerPoint and notes • Email etiquette video • Draft appropriate emails throughout semester 	Academic Standards: 4.2 Create, format, organize, and manage messages.
Friday	Notes: 'B' Day	Objective: Students will learn key terms and definitions by completing a KIM chart. Lesson Overview:	Academic Standards: 1.0; 2.0; 3.0; 4.0; 5.0; 6.0; 7.0; 8.0; 9.0; 10.0; 11.0; 12.0; 13.0

