

LEGAL PRACTICE MANAGEMENT: ATP 106

LECTURE 3

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FRONT OFFICE SERVICES

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OFFICE LOCATION / SITE

Factors to consider when selecting office location: -

- Security
- Accessibility
- Access to the market, utilities, auxiliary services, social amenities
- Good communication
- Cost of rent, rates and tax
- Space
- Reduced noise
- Physical facilities
- Availability of skilled labour
- Ownership model

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OWNERSHIP MODEL

It may be: -

- Freehold ownership
- Leasehold occupation
- Rental occupation

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Freehold ownership

Advantages

- savings in terms of rent which the owner does not have to pay
- owner has freedom to design or modify the layout of the premises without interference.
- wise investment for the future
- suitability
- additional revenue can be obtained by subletting
- the premise is an asset.
- privacy
- prestige

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Disadvantages

- Expensive in terms of:-
 - > construction or purchasing
 - > rates
 - > tax
 - > maintenance and repair
 - > insurance
- The owner may experience disputes with tenants.
- There is a degree of inflexibility.

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Leasing or renting a building

Advantages

- Savings in terms of
 - > rates
 - > tax
 - > maintenance and repair of the building.
- No need for very high capital to start business.
- No problem of disputes with tenants.
- flexibility if the tenant intends to move.
- The tenant does not have to pay insurance for the building.

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Disadvantages

- high cost of rent payable every month
- restriction by landlord in modifying the office.
- the landlord may terminate the lease agreement at any time.
- lack of privacy
- the office may be unsuitable in meeting the special needs of the organization.
- the landlord may restrict the tenant from subletting hence no extra income.

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OTHER CONSIDERATIONS:

- **Town or Urban office:** located within the central business district
- **Out of Town Offices:** may be sub-urban or upcountry offices.
- ❖ What are the advantages and disadvantages of town / urban offices?
- ❖ What are the advantages and disadvantages of out of town offices?

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HOW ARE ROOMS WITHIN AN OFFICE ALLOATED?

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OFFICE LAYOUT PLANNING

• This refers to the arrangement of furniture, equipment and other physical components of an office.

❖ What factors ought to be considered for good office Layout?

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PHYSICAL COMPONENTS OF AN OFFICE

• The manager should ensure that there is a conducive working environment by providing physical components.

❖ What physical components ought to be considered?

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Lighting

• Office work requires a great deal of accuracy and therefore proper lighting is important because it promotes accuracy and reduces eye-strain. There should be natural well as artificial.

❖ What is the importance of good lighting?

❖ How can lighting be improved?

❖ What factors ought to be consider when selecting a lighting system?

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Noise Control

• It is important to control noise in order to enhance concentration of workers noise. This may be: -

- Internal
- External

❖ How can internal noise be minimized?

❖ How can external noise be reduced?

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Cleanliness & Sanitation:

❖ What are the benefits of good hygiene?

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Ventilation

- This refers to the circulation of air at the correct temperature & humidity.

❖ What are the benefits of a well-ventilated office?

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Decoration (décor)

❖ What are the Benefits of having good décor?

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❖ What are the benefits of good temperatures and air conditions?

- Temperatures can be regulated through ventilation systems and air conditioning

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Office furniture

- It is important for the manager to provide suitable high quality furniture to enhance the comfort and safety as well as performance of workers and security of documents.

- Types of Furniture
 - General purpose furniture
 - Special purpose furniture
 - Executive furniture
 - Built in furniture
 - Modular furniture

❖ What Factors need to be considered when buying office furniture?

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TYPES OF OFFICES

Co-working desk

- Third-party providers offer this type of working space
- A single desk or multiple desks can be hired.
- Advantage
 - Depending on the space, the office might have access to state-of-the-art facilities, properly equipped break rooms and refreshments
- Disadvantages
 - Inadequate privacy depending on the setup
 - Might have poor security measures due to multiple enterprises co-sharing space

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Private office

- Comes in different sizes and can be rented exclusively.
- The business entity picks out the size of the office depending on available budget.
- There are different types of office plans that can be considered ie.: -
 - > Closed plan office layout
 - > Open plan office layout
 - > Landscaped layout
 - > Workstation Layout
 - > Modified layout
 - > Team clusters

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Enterprise suite

- This is a managed office space that is usually customizable
- Can be considered to be some sort of co-working space or serviced office.

Virtual office

- Provides the services of a managed office but without the physical work space.
- Has a provision of front – desk services and a business address.
- Most suitable for business organizations who ordinarily work in the field.

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Home office

- This is a space designated in an individual's residence for business purposes.

Serviced office

- Normally managed and supported by an on-site service team.
- The office space as well as the communal areas are looked after by the service team.
- Normally a dedicated receptionist is assigned to you.
- Has flexible leases and easy billing procedures.

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FIRM ASSIGNMENT

Discuss the Legal framework governing front office services

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