



**Collection/receiving of information:** the office can receive information from customers who are requesting for goods or services of the organization. This can be done through letter of inquiry. It can also receive purchase order or telephone calls from customers

**Arranging/organizing of information:** information is systematically arranged and sorted out to make meaning and value. Office processes incoming and outgoing mails, arranges data for business operations.

**Recording of information:** information concerning stock of goods, prices of goods, customers, complaints, and workers requests are recorded in the office

**Storing of information:** information is stored for reference purposes. To ensure this, the office written documents are kept in files and in appropriate filing equipment or fire proof cabinets. In most offices, information is stored in computer systems.

