

Salwan Public School, Mayur Vihar Phase III, Delhi -110096

Topic: Accounts and Front Office CPD Workshop

Date: Tuesday, 30 May 2023

Venue: MPH Ground Floor, MPH First Floor and Conference Room

Attendees Involved: HR and accounts team from all Salwan Schools



In continuation to the ongoing CPD programme, an Accounts and Front Office workshop was hosted by SPS Mayur Vihar. The speakers for the day were Shri Navneet Jerath, fellow member ICAI and CA practitioner, Brig. Dr A.K Tyagi (Retd.), Director Training and Development, Salwan Education Trust, and Capt. Richa Sharma Katyal (Retd.), Principal. Also gracing the occasion with his presence was Shri J.N. Chopra, Director Accounts, Finance and Internal Audit, Salwan

Education trust.

The session began with the felicitation of guests and lighting of the auspicious lamp of knowledge. Director sir heartily welcomed all the guests and the attendees, wishing them great learning for the session.

The first session of the Accounts Workshop threw light on critical concepts around accounting. To begin with, Shri Navneet Jerath briefed the attendees about the basic accounting principles and general guidelines for maintaining proper accounts. He stressed the importance of having open channels of communication between all levels of the department. The approach should always be clear and systematic, he reiterated. On a note of caution, he stated that being thoroughly vigilant is imperative for all the professionals to not have errors, which can have devastating financial consequences, creep in. Lastly, he encouraged everyone to remember that the accountants are the pillars of any institution and that theirs is a very reputed and honourous job.





The second session focused on discussing form 10B, newly introduced by the Income Tax Department. Sir explained its intricacies and guided the participants, step-by-step, on how to go about filling it. The elaborate information required for the form and its various nitty-gritties, was explained by sir in a very detailed and systematic way. Overall, it was a very informative session, wherein the attendees learnt a lot about practical aspects of accounting, and shared their experiences and queries, rendering it a very

fruitful and interactive one.

Shri J. N Chopra, in his valedictory address, again touched upon a few crucial areas in the subject and urged everybody to carry out their duties and responsibilities seriously and in a prompt and effective manner. The session, thereafter, broke into an open discussion forum.

Simultaneously, a Front Desk workshop was conducted to equip the participants with the essential skills required to effectively manage the front desk. The first session was conducted by Capt. Richa Sharma Katyal (Retd.), Principal SPSMV. She highlighted that front desk officers are crucial members of the administrative staff. They are the first point of contact in the school and provide administrative support to the entire organization. Therefore, they should be prepared to handle a wide range of inquiries and requests in varied circumstances.



She further added that a combination of soft skills and hard skills are required by the front desk to carry out their responsibilities in an effective manner. Hard skills are teachable and measurable abilities, such as writing, reading, math, or the job specific. In contrast, soft skills are the traits that make one a good employee, such as communication, coordination, and presence of mind. Thereafter, the participants had an elaborate discussion sharing their real-life experiences and challenges.



The second session was conducted by Brig. Dr. AK Tyagi (Retd.), Director of Training and Development at Salwan Education Trust and Director of SPSMV. He highlighted the roles and responsibilities of the HR. He further asked the attendees to be highly organized in their conduct to be able to maintain orderly and complete records. He guided the participants on the importance and the ways of maintaining confidentiality. He added that the front office must be able to follow directions and proactively

address issues that may arise unforeseen. He mentioned that the work of the front office requires a strong logistical strategy.

Overall, the workshop was a great learning experience. The participants gained a comprehensive understanding of front office operations and developed essential skills. The valedictory address was given by Smt. Bhawna Puri, Vice-Principal SPSMV. She thanked the resource person and the attendees for their active participation, and motivated every member to implement the learning imbibed, at their respective schools, thus making the CPD program and the learning imparted fruitful.