

LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034



B.Com.DEGREE EXAMINATION –CORPORATE SECRETARYSHIP

FIFTH SEMESTER – APRIL 2018

BC 5504– OFFICE MANAGEMENT

Date: 30-04-2018
Time: 09:00-12:00

Dept. No.

Max. : 100 Marks

SECTION- A

ANSWER ALL THE QUESTIONS:

(10X2=20 Marks)

1. What is an Office?
2. Explain the term Office System.
3. Define Lay out.
4. Define Supervision.
5. What is E-mail? List out any two merits.
6. Define Communication.
7. What is Indexing?
8. Give any two differences between Bincards and Stores ledger.
9. What do you understand by the term 'Data collection'?
10. What is a Routine Report?

SECTION - B

ANSWER ANY FOUR QUESTIONS:

(4X10=40 Marks)

11. What are the functions of a modern office?
12. "Interior decoration is now an important part of office environment". Discuss
13. State briefly the principles of organization.
14. Explain "Layout is very important for office operations".
15. What is mailing services? Explain the various methods of planning and handling the mailing service.
16. Which method of collecting primary data would you suggest as the best and why?
17. Discuss the essentials of a good filing system in office.

SECTION - C

ANSWER ANY TWO QUESTIONS:

(2X20=40 Marks)

18. Give a detailed account on the different types of Office Layout.
19. Explain briefly the functions of the officer supervisor.
20. Discuss the different methods of communication and suggest measures to remove barriers of communication.
21. What are the functions of a report? State what principles would guide you while drafting a report.
