



**LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034**

**B.Com. DEGREE EXAMINATION – CORPORATE SEC.**

**FIFTH SEMESTER – NOVEMBER 2011**

**BC 5504/BC 6601 - OFFICE MANAGEMENT**

Date : 05-11-2011  
Time : 1:00 - 4:00

Dept. No.

Max. : 100 Marks

**SECTION - A**

Answer ALL the questions:

(10x2 = 20)

1. What is an office?
2. What is word processing?
3. What is a procedure in an office?
4. What is an office manual?
5. What is a loose-leaf book index?
6. What is RAM?
7. What is a private office?
8. What is a PIN code?
9. What is Secondary Research?
10. What is speed post?

**SECTION – B**

Answer any FIVE questions:

(5 x 8 = 40)

11. Discuss the guidelines to be followed in organizing an office.
12. What are the areas to be covered in office manual?
13. What are some of the computer based systems used in offices?
14. What are the principles that govern record management in an office?
15. What are the steps to be taken in Electronic Data Processing?
16. What factors should be considered before buying an office machine?
17. What are the advantages of air-conditioning an office?
18. How should incoming mail be handled?

**SECTION – C**

Answer any TWO questions:

(2x 20 = 40)

19. What are the factors that make office management important?
20. Discuss in detail the various kinds of reports.
21. What are the important factors to be considered while choosing the location for an office?

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