



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

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

**FIFTH SEMESTER – NOVEMBER 2013**

**BC 5504 – OFFICE MANAGEMENT**

Date : 12/11/2013  
Time : 9:00 - 12:00

Dept. No.

Max. : 100 Marks

**PART – A**

ANSWER **ALL** THE QUESTIONS:

(10x2=20)

1. What is an office?
2. What is quota sampling?
3. Give the meaning an organization chart.
4. What is a report?
5. Explain Office Supervision.
6. What is meant by “flow chart”?
7. Define office management.
8. What is horizontal filing?
9. Define communication.
10. Explicate indexing.

**PART - B**

ANSWER ANY **FIVE** QUESTIONS:

(5x8=40)

11. List out the major types of office manuals.
12. Explain the basic principles in the selection of office furniture, equipments and machines?
13. State the main points to be considered in drafting an office report.
14. Briefly describe the functions of a modern office.
15. Discuss the function of an office manager.
16. What are the essentials of a good filing system?
17. Describe the different methods of providing proper ventilation.
18. What are the principles of an office layout?

**PART - C**

ANSWER ANY **TWO** QUESTIONS:

(2x20=40)

19. Briefly explain the duties of an office supervisor.
20. Discuss the common barrier's to communication and suggest measures to overcome them.
21. What are the different types of Reports? Explain the format for drafting a formal report.

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