



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

B.Com. DEGREE EXAMINATION – CORPORATE SECRETARYSHIP

FIFTH SEMESTER – NOVEMBER 2016

BC 5504/BC 6601 – OFFICE MANAGEMENT

Date: 05-11-2016

Dept. No.

Max. : 100 Marks

Time: 09:00-12:00

PART-A

Answer ALL questions:

(10*2=20 Marks)

1. What is an office?
2. Define delegation.
3. Define office layout.
4. Define office form.
5. What is an office correspondence?
6. What is circular?
7. Define the term records.
8. What is indexing?
9. What do you mean by cost reduction?
10. Write a note on computer?

PART-B

Answer any FOUR questions:

(4*10=40 Marks)

11. What are the functions of office management?
12. What are the objectives of forms control?
13. Discuss how to handle and disposal of mail.
14. What are the essentials of a good filing system?
15. Mention the various types of indexing.
16. Describe the importance of proper lighting and ventilation from the point of view efficiency of office work.
17. Explain the different kinds of budgets.

PART-C

Answer any TWO questions:

(2*20=40 Marks)

18. Explain the factors that affecting form design.
19. What is an organization? Explain the different types of organization.
20. Discuss in detail about the modern communication device used in office.
21. Draft a report as secretary of your company for submission to the Board on the recent trend of sales of your company, suggesting steps for improvements.
