



QP CODE: 21100131

Reg No : .....

Name : .....

**B.COM DEGREE (CBCS ) EXAMINATION, FEBRUARY 2021**

**Fifth Semester**

B.Com Model III Office Management & Secretarial Practice

**Optional Core - CO5OCT07 - OFFICE MANAGEMENT AND ADMINISTRATION**

2017 Admission Onwards

A3BB89BD

Time: 3 Hours

Max. Marks : 80

**Part A**

*Answer any ten questions.*

*Each question carries 2 marks.*

1. What are management functions of office?
2. Define office management.
3. Write any four demerits of urban location of office building.
4. What are the reasons for unwanted noises in an office?
5. Write any two safety measures for an office environment.
6. Define Indexing.
7. What do you meant by Centralised Mail Services?
8. Define office system.
9. What are office equipments?
10. What is a measurable office work?
11. What is outsourcing ?
12. What is in-sourcing ?

(10×2=20)

**Part B**

*Answer any six questions.*

*Each question carries 5 marks.*

13. List out the purpose of an office

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14. What are the qualities to be born by an office manager?
15. Write a note on interior decoration and ventilation in an office.
16. Write a note on sanitary requirements in an office.
17. Explain the principles of Record Management.
18. Explain the types of correspondance.
19. Explain why office system is important to an organisation?
20. Explain the principles of work simplification.
21. What is Inbound call center and Outbound call center ?

(6×5=30)

**Part C**

*Answer any two questions.*

*Each question carries 15 marks.*

22. Define office manual. Sate its types and enumerate the different steps in preparing office manual.
23. What do you meant by office enviornment? Explain its components.
24. Explain different classification of Files.
25. What is a 'work standard'? State the importance of standards in measurement of office work.

(2×15=30)