

QP CODE: 19102530



Reg No :

Name :

BCOM DEGREE (CBCS) EXAMINATION, OCTOBER 2019

Fifth Semester

B.Com Model III Office Management & Secretarial Practice

Optional Core - CO5OCT07 - OFFICE MANAGEMENT AND ADMINISTRATION

2017 Admission Onwards

D41A0652

Maximum Marks: 80

Time: 3 Hours

Part A

Answer any ten questions.

Each question carries 2 marks.

1. Define Office.
2. Who is an office manger?
3. Write any two Advantages of maintaining Ventilation in an Office.
4. What are the reasons for unwanted noises in an Office?
5. What do you meant by Secrecy in an Office?
6. What is Decentralised system of Filing?
7. What is Outward Correspondance?
8. State system integration.
9. List out the machines used in a modern office.
10. Enumerate work simplification.
11. Define virtual office.
12. Define retail hospitalaity Management.

(10×2=20)

Part B

Answer any six questions.

Each question carries 5 marks.

13. Is office work non -productive ? Comment.
14. Define office manual. List out the different steps in preaparing office manual.



15. What are the Advantages of an efficient Office Layout?
16. Which are the Physical Hazards that may occur in an Office?
17. What is Record Management? Explain its importance.
18. Explain the procedure in handling Mailing services in an Office.
19. State the importance and purpose of work measurement.
20. What are the benefits derived by management from work standards?
21. What is BYOD ?

(6×5=30)

Part C

Answer any two questions.

Each question carries 15 marks.

22. What are the functions of modern office? Explain its organisation and management.
23. Explain Office accommodation and factors to be considered while selecting an Office Building.
24. Define Indexing. Explain the Types of Indexing.
25. Define office system. state the importance of office system. Bring out the charecteristics of sound office system.

(2×15=30)

