



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

B.Com. DEGREE EXAMINATION – CORPORATE SEC.

FIFTH SEMESTER – APRIL 2013

BC 5504 - OFFICE MANAGEMENT

Date: 13/05/2013
Time: 9:00 - 12:00

Dept. No.

Max. : 100 Marks

PART A

(10 x 2 = 20 Marks)

Answer All questions:

1. What is an 'Office'?
2. What is 'filing'?
3. Define office manual.
4. What is an open office?
5. Differentiate between speedpost and courier services.
6. What is front office?
7. What is a MEMO?
8. What is job description?
9. Why is indexing of files important?
10. What are office reports?

PART B

(5 x 8 = 40 Marks)

Answer any FIVE questions:

11. What are the principles which govern the designing of office forms?
12. Describe briefly the important departments of an office.
13. How is data processing done in modern offices?
14. What are the important office machines used in the present times?
15. How is record management useful to business?
16. What are office orders?
17. Write a note on office supervision.
18. What are the important areas of concern when providing a good office environment?

PART C

(2 x 20 = 40 Marks)

Answer any TWO questions:

19. What are the types of office Layouts? State the underlying principles for a good office layout.
20. Explain the functions of an office.
21. Write a note on the importance of office systems and procedures.

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