LOYOLA COLLEGE (AUTONOMOUS), CHENNAI - 600 034

B.Com. DEGREE EXAMINATION – CORPORATE SECRETARYSHIP

FIFTH SEMESTER - APRIL 2016

BC 5504 – OFFICE MANAGEMENT

Date: 03-05-2016 Time: 09:00-12:00

SECTION A

ANSWER ALL THE QUESTIONS:

- 1. What are the functions of an office?
- 2. List the special skills expected out of a front office executive.
- 3. State the use of record management.
- 4. What are the different types of equipments used in the front office operations?
- 5. Give the meaning of "Office Lay out".
- 6. Write any two merits of a private office.
- 7. State the supervisory concerns in front office management.
- 8. When geographic filling can be used?
- 9. Give any two advantages of indexing office files.
- 10. What is the potential cost of a complaint?

SECTION B

ANSWER ANY FOUR QUESTIONS:

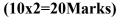
- 11. Discuss the life cycle of records management.
- 12. Explain the uses of different equipment are used in the front office.
- 13. Briefly discuss the front office operations in a dental clinic.
- 14. State the purpose of filling office records with suitable illustrations.
- 15. What are the five phases in telephone etiquette?
- 16. Explain the usage of computers in front office.
- 17. Explain the different types of forms used in front office operations.

SECTION C

ANSWER ANY TWO QUESTIONS

- 18. Define communication and explain its scope and limitations.
- 19. What are the major functions of a front office executive? Discuss with suitable example.
- 20. Explain the factors to be considered in designing the front office layout and Design front office layout of a pet care centre.
- 21. Discuss the need for manuals in front office operations and Explain few manuals used in a modern tech based company.

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(4x10=40 marks)

 $(2 \times 20 = 40 \text{ marks})$

Max.: 100 Marks

Dept. No.