

LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034



B.Com. DEGREE EXAMINATION – CORPORATE SECRETARYSHIP

FIFTH SEMESTER – APRIL 2016

BC 5504 – OFFICE MANAGEMENT

Date: 03-05-2016

Dept. No.

Max. : 100 Marks

Time: 09:00-12:00

SECTION A

ANSWER ALL THE QUESTIONS:

(10x2=20Marks)

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:

(4x10=40 marks)

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

(2 x 20= 40 marks)

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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