

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI - 86
(For candidates admitted during the academic year 2019 – 2020)

SUBJECT CODE: 19VB/VA/OM15

B. Voc. DEGREE EXAMINATION, NOVEMBER 2019
BANKING, FINANCIAL SERVICES AND INSURANCE
FIRST SEMESTER

COURSE : ALLIED CORE
PAPER : OFFICE MANAGEMENT AND PRACTICES
TIME : 3 HOURS

MAX.MARKS: 100

SECTION – A

ANSWER ALL QUESTIONS

(10 X 2 = 20)

1. Define office management.
2. What is back office?
3. Write a note on indexing.
4. What do you mean by third party services?
5. State any two types of forms used in business organization.
6. Define record.
7. What is centralization?
8. Write a note on office manuals.
9. List any four machines used in an office.
10. What are the steps to improve office safety?

SECTION – B

ANSWER ANY FIVE QUESTIONS

(5 X 4 = 20)

11. State the importance of an office.
12. Discuss the concept of paperless office
13. What are the merits and demerits of decentralized filing system?
14. Discuss the principles of office record.
15. Explain the types of office manual.
16. Write a brief note on safety hazards.
17. Discuss the Steps to improve Office Security.

SECTION – C

ANSWER ANY TWO QUESTIONS

(2 X 15 = 30)

18. Enumerate the functions of office.
19. Explain the essentials of a good filing system.
20. Discuss the types of Indexing used in the Business Organization

Practical Marks 30

1. Prepare an office manual for an organisation of your choice.
