

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI-86**  
**(For candidates admitted during the academic year 2019 – 2020 and thereafter)**  
**SUBJECT CODE: 19VB/VA/OM15**  
**B.VOV (BFSI) DEGREE EXAMINATION - DECEMBER 2020**  
**VOCATIONAL - BANKING, FINANCIAL SERVICES AND INSURANCE**  
**FIRST SEMESTER**

**COURSE : MAJOR CORE**

**PAPER : OFFICE MANAGEMENT AND PRACTICES**

**TIME : 90 MINUTES**

**MAX.MARKS: 50**

**Section - A**

**Answer All Questions**

**(6x2=12)**

1. What do you mean by an Office?
2. State the importance of Filing.
3. Write a note on Strip Index.
4. What is MICR Form?
5. List out the objectives of Mechanisation.
6. What do you mean by Correspondence Records?

**Section – B**

**Answer Any Two Questions**

**(2x4=8)**

7. Elucidate the functions of an Office Manager.
8. Explain the factors to be considered in selecting Office Machines.
9. Discuss the principles and purposes of Records Management.

**Section - C**

**Answer the following questions**

**(2x15=30)**

10. (a) Define Filing. Discuss the advantages and disadvantages of Centralized Filing.  
**(OR)**  
(b) What is Vertical Card Index? State its advantages and disadvantages.
11. (a) Enumerate the guiding principles which should be taken into consideration while designing an Office Form.  
**(OR)**  
(b) Suggest the best method of classification of indexing of files of a large-sized manufacturing company, having factories at different places in the country and a large number of selling agents. Give reasons in support of your choice.

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