

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI - 86**  
**(For candidates admitted during the academic year 2019 – 2020 and thereafter)**  
**SUBJECT CODE: 19VB/VA/OM15**

**B. Voc. DEGREE EXAMINATION, NOVEMBER 2022**  
**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 virtual office?
3. State any two importance of filing.
4. What is decentralization?
5. List any two types of forms used in business organization.
6. Write a note on forms control.
7. Define record.
8. Write a note on the need for office manuals.
9. What are the steps to improve office safety?
10. List out any two importance of office machines.

**SECTION – B**

**ANSWER ANY FIVE QUESTIONS**

**(5 X 4 = 20)**

11. Explain the functions of an office.
12. Discuss the concept of paperless office
13. What are the merits and demerits of centralized filing system?
14. Explain briefly about third party services.
15. Discuss the principles of form designing.
16. Explain the importance of record keeping management.
17. Write a brief note on safety hazards.

**SECTION – C**

**ANSWER ANY TWO QUESTIONS**

**(2 X 15 = 30)**

18. Discuss in detail the duties of an office manager.
19. Explain the essentials of a good filing system.
20. Discuss the types of records used in the Business Organization and the principles of record management.

**Practical (Compulsory)**

**Marks 30**

1. A refrigerator manufacturing company has got an order for 100 refrigerators. Draft a sales invoice. (Marks 10)
2. Prepare an office manual for an organisation of your choice. (Marks 20)

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