

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 86
(For candidates admitted from the academic year 2023 – 2024 and thereafter)

B.VOC. DEGREE EXAMINATION, NOVEMBER 2024
BANKING, FINANCIAL SERVICES AND INSURANCE
FIRST SEMESTER

COURSE : **ALLIED CORE**
PAPER : **OFFICE MANAGEMENT AND PRACTICES**
SUBJECT CODE : **23VB/VA/OM15**
TIME : **3 HOURS** **MAX. MARKS: 100**

SECTION A			
Q. No.	Answer all the questions not exceeding 50 words each: (5x2=10)	CO	KL
1.	Define office management.	1	K1
2.	Recall the term indexing.	1	K1
3.	List the types of forms used in business organization.	1	K1
4.	State the importance of record keeping.	1	K1
5.	Label the objectives of office machine.	1	K1
SECTION B			
Q. No.	Answer any four questions not exceeding 150 words: (4x5=20)	CO	KL
6.	Describe the functions of office.	2	K 2
7.	Interpret the concept paperless office.	2	K 2
8.	Represent the essentials of good filing system.	2	K 2
9.	Illustrate on controls in business organization.	2	K 2
10.	Trace the types of records in business organization.	2	K 2
11.	Explain the importance of office safety.	2	K 2
SECTION C			
Q. No.	Answer the following not exceeding 500 words: (4x10=40)	CO	KL
12.	a) List the duties of an office manager. (OR) b) Sketch the types of indexing used in business organization.	3	K3
13.	a) Articulate on the emerging trends in office management. (OR) b) Examine on the safety measures used in an office.	3	K3
14.	a) Explain the term back & front office and open & private office. (OR) b) Differentiate between centralized and decentralized Filing system.	4	K4
15.	a) Explain the principles of record management. (OR) b) Evaluate on the steps used to improve office security.	4	K4
SECTION D			
Q. No.	Answer any two questions not exceeding 1000 words: (2x15 =30)	CO	KL
16.	Explain the elements of office management.	5	K5
17.	Analyze the steps in preparing office manuals.	5	K5
18.	Classify the methods used in capturing information.	5	K5
