

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.**  
**(For candidates admitted during the academic year 2011-12)**

**SUBJECT CODE : 11CM/MC/OP44**

**B.Com. DEGREE EXAMINATION APRIL 2013**  
**COMMERCE**  
**FOURTH SEMESTER**

**COURSE : MAJOR – CORE**  
**PAPER : OFFICE PRACTICES**  
**TIME : 3 HOURS**

**MAX. MARKS : 100**

**Section A**

**Answer ALL questions.**

**(10 x 3 = 30)**

1. How can noise be minimised in an office?
2. What is a visitor's diary?
3. List any 3 characteristics of a project.
4. What is meant by colour conditioning?
5. What is meant by white noise?
6. Write a note on Project Report.
7. What is meant by office decorum?
8. Write a short note on office etiquette.
9. What is multiplexing?
10. How to deal with visitors to your office?

**Section B**

**Answer Any FIVE questions.**

**(5 x 6 = 30)**

11. "Looking good" is important in the current business environment. In the light of this statement, discuss personal grooming.
12. Explain the different personalities of a project manager.
13. Explain the duty of an office executive in the preparation of an appointment and office schedule.
14. Explain in detail the merits and demerits of multiplexing.
15. In what way does understanding the environment, people and tasks help an office executive?
16. Outline the role of a receptionist.
17. What are the factors to be considered for office decorum?

**Section C**

**Answer Any TWO questions.**

**(2 x 20 = 40)**

18. Discuss in detail the factors that affect the physical working environment of an office.
19. Why is it important for an office executive to have emotional intelligence? Discuss the inter-personal skills that enhance the quality of work performed by an Office Executive.
20. What is a project? Discuss the process involved in managing projects.
21. What is work simplification? Explain the principles and steps involved in work simplification.

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