

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.
(For candidates admitted during the academic year 2004-2005 & thereafter)

SUBJECT CODE : CM/SC/OP44

B.Com. DEGREE EXAMINATION APRIL 2007
COMMERCE
FOURTH SEMESTER

COURSE : **SPECIALISATION – CORE**
PAPER : **OFFICE PRACTICES**
TIME : **3 HOURS** **MAX. MARKS : 100**

SECTION - A

ANSWER ALL QUESTIONS: (10 x 3 = 30)

1. List the modules in Project Management.
2. Define “work simplification”.
3. Write a short note on Hierarchical Culture.
4. What is “responding to internal customers”?
5. What is color conditioning?
6. How can noise be reduced in an office?
7. What is schedule?
8. What are T A Bills? Why are they prepared?
9. Write a note on Project Report.
10. State the importance of Hygiene and Cleanliness in an office environment.

SECTION - B

ANSWER ANY FIVE QUESTIONS: (5 x6 = 30)

11. Write a note on “Personal Grooming”.
12. As an office executive, how would you make the travel and accommodation booking arrangements for your boss.
13. Explain the characteristics of a project.
14. Examine the importance of maintaining visitors’ diary.
15. Explain the functions of a front office executive.
16. Discuss the significance of multiplexing.
17. State the key tasks and responsibilities of an office executive.

SECTION - C

ANSWER ANY TWO QUESTIONS: (2 x20 = 40)

18. Discuss the principles of “work simplification”. Explain the steps involved in work simplification.
19. Examine the role of inter-personal skills in the effective functioning of a modern day executive.
20. Why is it important for an executive to understand office culture? Also explain the need to maintain office decorum.
21. Explain the factors that affect office environment.
