

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 2008**  
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. What are the types of lighting.
2. Give any three objectives of “work simplification”.
3. Who is an internal customer in an organization?
4. How is an appointment different from schedule?
5. What is an informal culture? Give examples.
6. Define project-management.
7. What is etiquette?
8. How can cleanliness be maintained in an office?
9. Write a note on music conditioning.
10. How can noise be minimized in an office?

**SECTION – B**

ANSWER ANY FIVE QUESTIONS: ( 5 x 6 = 30 )

11. Discuss the characteristics of a project.
12. In a modern office, explain the importance of multiplexing.
13. “Looking good” is important in the current business environment. In the light of this statement, discuss personal grooming.
14. Describe the role and responsibilities of an office executive.
15. What is Visitor’s Diary? Why should it be maintained?

- 16. Explain the need for maintaining office decorum.
- 17. Discuss any 8 principles of organization and methods.

**SECTION – C**

ANSWER ANY TWO QUESTIONS:

( 2 x 20 = 40 )

- 18. As a project manager, explain the various stages involved in project management, giving suitable examples.
- 19. The physical environment of an office affects the quality of work done. In this context, discuss the factors that affect office environment.
- 20. “Front office Assistant is the public interface of an organization”. Discuss the functions that are performed by her that justify this statement.
- 21. 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.

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