

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.
(For candidates admitted during the academic year 2011-12 & thereafter)
SUBJECT CODE : 11CM/MC/OP44

B.Com. DEGREE EXAMINATION APRIL 2014
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. List out the routine tasks performed by an office executive.
2. What is color conditioning?
3. Why should a project report be prepared?
4. Give any three objectives of “work simplification”.
5. What is multiplexing?
6. How is emotional intelligence relevant for an office executive?
7. As a Personal Assistant to the Managing Director, prepare her schedule for a day.
8. How is accommodation booked by an office assistant?
9. What is meant by "office decorum"?
10. Write a short note on Hierarchical culture.

Section B

Answer Any FIVE questions. **(5 x 6 = 30)**

11. Discuss the relevance of multi-tasking in a modern organization.
12. Who are the internal customers in an organization? How are they handled?
13. Discuss the principles and factors related to “Work Simplification”.
14. What is Visitor’s Diary? Why should it be maintained?
15. Explain the duty of an office executive in the preparation of an office schedule.
16. Describe the various types of office culture.
17. “Looking smart and presentable is important for office personnel”. Discuss.

Section C

Answer Any TWO questions. **(2 x 20 = 40)**

18. Discuss the factors that affect the physical environment of an office.
19. You are the Project Manager of Adithya Enterprises. Explain the various stages involved in the management of your projects, giving suitable examples.
20. ‘An office executive should be a good team – player’. In the light of the above statement explain the attributes essential for building good inter-personal skills.
21. As a Front-Office Executive of Karthi & Co, discuss the main tasks involved in managing the front-office, and explain the importance of effective front-office management.
