

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 2015
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. What is meant by “office environment”?
2. List any three major responsibilities of an office executive.
3. What are the different modules in project management?
4. List the main features of a Project report.
5. Write a brief note on Emotional Intelligence.
6. What is multiplexing?
7. Bring out the difference between an appointment and a schedule
8. What are T A bills?
9. Write a short note on informal culture in an office.
10. Why is personal grooming important ?

Section B

Answer **Any FIVE** questions.

(5 x 6 = 30)

11. Describe the tasks performed by a front office executive.
12. Define Project Management and explain why it is important.
13. Discuss how good inter-personal skills help an office executive in interfacing with customers.
14. Describe the various steps involved in preparing schedules.
15. What is Visitor’s Diary? Why should it be maintained?
16. Discuss in detail the features of hierarchical and government office culture.
17. Explain why it is essential to maintain office decorum.

Section C

Answer **Any TWO** questions.

(2 x 20 = 40)

18. Describe how the execution of key tasks are structured to ensure efficient performance.
19. Discuss the methods related to work simplification and explain how it is organized.
20. Explain the aspects of physical environment of an office which have an impact on the productivity of employees.
21. A group of executives have to visit another city for a week. Some of them will be traveling by air while others by train. Describe how travel arrangements are made and accommodation is booked.