

**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 2016**  
**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 Office Environment?
2. What are the key tasks performed by an office executive?
3. What is Project Management?
4. What is Work simplification?
5. What is meant by Emotional Intelligence?
6. What is Multiplexing?
7. What are appointments and schedules?
8. What is meant by office etiquette?
9. What do you mean by office decorum?
10. What is personal grooming?

**Section B**

**Answer Any FIVE questions.**

**(5 x 6 = 30)**

11. State the importance of office environment.
12. State the qualities that make a good office manager.
13. What are the responsibilities of an office executive in project management?
14. What are the advantages of work simplification?
15. Explain the interpersonal skills of an office executive.
16. What is meant by Travel arrangements? As office personnel, how would you handle it?
17. How does personal grooming help in developing your personality?

**Section C**

**Answer Any TWO questions.**

**(2 x 20 = 40)**

18. Discuss in detail the key roles and responsibilities of an office executive.
19. Explain the various process of project management.
20. Discuss the various duties and responsibilities of office personnel.
21. Describe the management of the front office operations in a hotel.

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