

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 2009
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 is formal culture?
2. Explain the term “office decorum”.
3. Define “Project Management”.
4. State the importance of maintaining Visitor’s Diary.
5. How is an appointment different from a schedule?
6. List the key tasks to be performed by an Office Executives.
7. Write a note on “Music Conditioning”.
8. How can cleanliness be maintained in an office?
9. What is multiplexing?
10. Define “organization and methods”.

SECTION – B

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

11. Why is essential for an executive to understand office environment, tasks and people?
12. Explain the principles of ‘Work simplification’.
13. Discuss the main role and responsibilities of an office executive.
14. Discuss the importance of personal grooming.
15. Describe the key components in understanding the office culture.

16. Write a note on “Visitor’s Diary”.
17. Describe the various types of projects.

SECTION – C

ANSWER ANY TWO QUESTIONS:

(2 x 20 = 40)

18. Discuss the main tasks involved in managing the front-office and explain the importance of effective front-office management.
19. Describe the various elements of the physical environment in an office and discuss their impact on efficient functioning of people.
20. Discuss the various steps involved in Project Management.
21. Explain why an office executive requires effective inter-personnel skills.
