LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

**B.Com.** DEGREE EXAMINATION – **CORPORATE SEC.**

FIFTH SEMESTER – NOVEMBER 2012

# BC 5504 - OFFICE MANAGEMENT

Date : 08/11/2012 Dept. No. Max. : 100 Marks

Time : 9:00 - 12:00

**PART – A**

**Answer ALL the questions: (10 x 2 = 20 marks)**

1. What is an office?
2. What do you mean by office management?
3. What is meant by filling?
4. What is communication?
5. What is meant by office layout?
6. Mention any four principles of office organization.
7. What is meant by open office?
8. What is an organization chart?
9. What is an office manual?
10. Define Report.

**PART – B**

**Answer any FIVE questions: (5x 8 = 40 marks)**

1. What are the essentials of a good filing system?
2. Describe the criteria for selection of machines and equipments.
3. What are the principles of office layout?
4. Explain the importance of internal communication in an office.
5. What are the different types of office manual?
6. Describe the different methods of providing proper ventilation.
7. State the essential capabilities of a business computer.
8. Describe the procedure for handling of incoming mail.

**PART – C**

**Answer any TWO questions: (2 x 20 = 40 marks)**

1. Briefly explain the various functions of office management?
2. State main points to be considered in drafting office report.
3. What is office lay-out? What are its objectives?

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