

TERM END EXAMINATION - JUNE 2019
Diploma in Office Management (DOM)

Office Management

Time - 3 Hours

Full Marks - 100

(Answer all questions from Group-A, any four questions from Group - 'B', any four questions from Group - 'C' and any two questions from Group - 'D')

Group 'A'

Q. No. 1 *Answer all the questions, each within one or two sentences*

Marks: 1 × 10= 10

- a) What do you mean by filing?
- b) Give examples of modern office.
- c) Office stationeries may be broadly divided in to how many types?
- d) Define an office.
- e) Explain various activities of an office.
- f) What is meant by a record?
- g) What do you mean by office equipments?
- h) Who is a supervisor?
- i) Write the functions of a modern office.
- j) What are the controlling techniques of supervision?

Group 'B'

Q. No. 2 *(Answer any four questions each within 100 words)*

Marks: 5 × 4= 20

- a) Write the functions of an office manager.
- b) What are the various factors that affect office location?
- c) What do you mean by 'Span of Supervision'?
- d) Write a short note on Inward Mail System.
- e) Explain the objectives of an office layout.
- f) What types of records are kept at the office of a business organization?

Group 'C'

Q. No. 3 *(Answer any four questions, each within 200 words)*

Marks: 10 × 4= 40

- a) Define filing and explain its importance.
- b) Discuss the advantages of mechanization in an office.
- c) Write the characteristic features of a good supervisor.
- d) Briefly describe the contents of a business letter.
- e) Discuss the different methods of purchasing stationery.
- f) "Planning bridges the gap between the present and the future". Explain?

Group 'D'

Q. No. 4 *(Answer any two questions, each within 300 words)*

Marks: 15 × 2= 30

- a) Discuss the role of an office manager and the important qualities you think he should have.
- b) Explain "office stationery and supplies" in relation to "cost control" in an office.
- c) Discuss the consideration you will take into account while planning for office lighting, ventilation and furnishings.