

Term End Examination – December, 2017
Program Title: Diploma in Office Management
Course Title: Office Management
Course Code: DOM-02
(Session 2017-18)

Time – 3 hours

Full Marks – 100

Answer any four questions from Group –‘A’, any two questions from Group –‘B’ and any three questions from Group –‘C’.

Group ‘A’
(Answer any 4 questions within 100 words)

Q. No. 1

Mark: 5x4=20

- (a) What are the various activities carried out in an office?
- (b) List out the different types of office.
- (c) Explain the term ‘record management’.
- (d) Identify the factors that affect mechanisation of an office.
- (e) What are the uses of computers in business?
- (f) What are the essential qualities of a good supervisor?
- (g) Explain control as a feedback system.

Group ‘B’
(Answer any 2 questions within 250 words)

Q. No. 2

Mark: 10x2=20

- (a) Discuss the present day challenges before a modern office.
- (b) Explain the advantages and disadvantages of centralised mailing service of an office.
- (c) Discuss the different methods of purchasing stationery.

Group ‘C’
(Answer any 3 questions within 500 words)

Mark: 20x3=60

Q. No. 3 Give a suitable definition of office management and discuss the functions of office manager.

Q. No. 4 Explain the importance of office layout, lighting and ventilation from the point of view of the efficiency of work.

Q. No. 5 Discuss the procedure for maintaining incoming and outgoing mail of an office.

Q. No. 6 “Office automation involves huge capital investment”. Examine the statement.

Q. No. 7 Explain the different methods of purchasing stationery.

Q. No. 8 Discuss the strategies adopted for effective control system.
