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Q.1 a) Match the column

- 1.labour saving appliances
- 2.Details of office work
- 3.office furniture
- 4.security measure in office
- 5.business letters
- 6.authority and responsibilities
- 7.type of report
- 8.barrier in communication
- 9.stapler,u pins ,pencil etc
- 10.Hrm function in office management

Q.1 b) True of false

3,6,8,10-false

rest all true

Q.2 a)

Furniture  
Allotment of seats  
Chambers  
Cabin rooms

Q.2 b) Meaning of Communication-

Barriers of communication-

1. language barrier
2. physical barrier
3. organisation
4. cultural
5. individual (other relevant points can be considered for Marking)

2

Q.2 Safety and security measures (any 7 point 2 marks each)

1. Incident reporting
  2. Fire safety procedures
  3. Security Procedures
  4. Good Housekeeping
  5. Parking lot security
  6. Entrance Area Safety
  7. Suspicious Activity
  8. Information Safety
  9. Equipment Security
  10. Employee Valuables
- (other relevant points can be considered for Marking)

Q.3 a)

Introduction Of Kind of Office Machines  
Typewriter  
Advantages of Typewriter  
Word Processor  
Advantages of Word Processor  
Calculator  
Advantages of Calculator

Q.3 b)

Introduction and Definition of office Report  
Procedure for preparing a report  
Decide structure  
Reference list  
Find information  
Preparing a report  
Decide Terms of reference  
Executive Summary  
Decide Structure  
Analyze

Q.3 introduction to computer

advantages any 5 point

disadvantages any 5 point

Q.4

Introduction

3

**Financial Techniques(Any 4)**

Pay and allowances

Incentive Pay

Gain sharing

Profit sharing

Stock options

Retirements Benefits

**Non-Financial Techniques (any 4)**

Job security

Challenging work

Better Job Titles

Opportunities for Advancement

Empowerment

**Q.4 (c)**

Introduction to training and development

On the job

Off the job (other relevant points can be considered for Marking)

**Q.4 (d)**

Duties and responsibilities of office supervisor

1. Personnel policies and procedures

2. staffing

3. employee training and development

4. Employee performance Management(other relevant points can be considered for Marking)

**Q.5.a**

Introduction and Diagram

Receiving Mail

Sorting

Opening mail

Marking Mail

Recording

Distribution

Handling Outward Mail

Collection Of outgoing mail

Entering Mail

Folding Letters

Preparation of Envelopes

9

Sorting, Weighing , and Stamping  
Dispatching

Q.5.b introduction to correspondance

importance of correspondance-(relevant points should be given marking)

Q.5. short notes

- 1) Control over office stationery(relevant points can be considered for Marking)
- 2) Office manuals(relevant points can be considered for Marking)
- 3) Layout of office building(relevant points can be considered for Marking)
- 4) Work flow(relevant points can be considered for Marking)
- 5) Features of communication(relevant points can be considered for Marking)