

OFFICE ADMINISTRATION

TOTAL No. of Questions:5

Maximum Marks: 50

INSTRUCTIONS:

- (i) Answer each question on a fresh page.
- (ii) Write the number of the questions and sub questions clearly.
- (iii) All questions are compulsory.
- (iv) Figures to the right indicate full marks.

Q.1(A) Choose the correct alternatives and rewrite the statement: (1)

Preparing, planning of office work to bring co-ordination or unity in office work is called as _____ .

- a) Office management
- b) Office environment
- c) Office administration
- d) Office controlling

(B) Answer the following in a word or a phrase: (1)

A chain of sequential steps involved in the office work.

(C) State and explain any three advantages of office procedure. (3)

(D) State and explain five characteristics of an office. (5)

OR

State and explain any five primary functions of an office.

Q.2. (A) What is 'Correspondence'? (1)

(B) Name the part of the letter which is placed before the salutation and the first paragraph of the letter. (1)

(C) State and explain any three types of offices. (3)

(D) Explain the importance of Business correspondence.(any five points) (5)

- Q.3.(A) What is 'Office Administration'? (1)
- (B) When is the 'Per Pro' type of signature used in letter writing? (1)
- (C) What are the benefits of good lighting in an office. (any three points) (3)
- (D) State and explain the different types of lighting system.(any five points) (5)

OR

What factors should be considered before acquiring new furniture in an office.

Q.IV(A) Answer the following in a word or a phrase: (1)

An intimation in writing about holding of the meeting.

- (B) State and explain any two qualities of a receptionist. (2)
- (C) Explain the importance of designing proper office forms.(four points) (2)
- (D) What are the duties of a Chairman in conducting a meeting? (2)
(four points)
- (E) State and explain the duties of a 'Receptionist'. (3)

Q.V.(A) Who is a receptionist. (1)

- (B) Explain the advantages of office forms. (two points) (2)
- (C) State and explain any two methods of purchasing stationery in the office (2)
- (D) What are the points to be borne in mind regarding quorum of the meeting (four points) (2)
- (E) State and explain any three methods of voting at a meeting. (3)