

SYLLABUS IN OFFICE ADMINISTRATION

CLASS XII (Theory)

Total Marks:50

1. Chapter -1

Office Organisation

09

- a. Meaning of Manager
- b. Functions and Duties of a Manager
- c. Meaning of Accountant
- d. Duties and Responsibilities of an Accountant
- e. Meaning and duties of Superintendent
- f. Meaning, Duties and Responsibilities of Chief Executive Officer
- g. Meaning of Cashier
- h. Duties and Responsibilities of Cashier
- i. Meaning of Clerk
- j. Duties and tasks of Office Clerk

2. Chapter - 2

Leadership

07

- a. Meaning and definition of Leadership
- b. Qualities of good leader-----vision and goal, self confidence, discipline etc.
- d. Leadership styles – Factors influencing leadership styles.
- e. Types of Leadership styles ---
 - i– Autocratic – advantages and disadvantages
 - ii – Laissez Faire – advantages and disadvantages
 - iii – Participative leadership – advantages and disadvantages
 - iv – New styles of leadership – Situational Leadership, Transformational Leadership
Transactional Leadership

3.Chapter -3

Team Work

09

- a. Meaning of Team and Group
- b. Difference between Group and Team
- c. Meaning of Team Work
- d. Importance of Team work
- e. Task of team leader
- f. Stages of team development – Forming, Storming, Norming and Performing
- g. Qualities of an ideal team- One common goal, competent member, co-operation, support or belief, commitment, frankness, good at work execution , effective leadership, regular review.

4.Chapter - 4

Sales letters

05

- a. Introduction
- b. Importance of sales letters in business
- c. Drafting the sales letters – Attention, Interest, Desire , Action.
- d. The purpose of sales letters
- e. Planing of a sales letter
- f. The follow up of sales letters
- g. Circulars and multiple letters

- 5. Chapter -5**
Consumer Guidance Cell **06**
- a. Introduction
 - b. Definition of a Consumer
 - c. Functioning of the Consumer Cell.
 - d. Procedure for Redressal.
 - e. Important Redressal Laws.
 - f. Right to Information.- Introduction-Definition of Information-Procedure for Right to Information.

- 6. Chapter - 6**
Interview **05**
- a. Meaning of Interview
 - b. Types of Interview -
 - i – Telephone Interview
 - ii- Job Promotion Interview
 - iii - Appraisal Interview
 - iv– StressInterview
 - v - Panel Interview
 - vi – On-line Interview
 - vii– Grievance Interview
 - viii– The Exit Interview
 - ix - Problem Interview
 - x– Selection Interview -
(Types of Selcetion Interview)
 - xii – Reprimand Interview
 - c. Employment or Selection interview
 - d. Candidates preparation – Physical preparation, Mental preparation, Psychological preparation.

- 7.Chapter - 7**
Customer Services **09**
- a. Introduction and Definition of Service
 - b. Categories of Services – Primary , Secondary and Tertiary services
 - c. Definition of Customer Services
 - d. Characteristics of Good Customer Services
 - e. Types of Customer Services
 - f. Functions of Customer Services
 - g. Seven essentials of excellent Customer Services
 - h. Skills for excellent CustomerServices