

UG Semester-End Final Exams-2024

B.COM 5th Semester (SEC)

MODERN OFFICE MANAGEMENT

Full Marks: 37.5

Pass Mark: 15

Time: 2 Hours

(Figures in the right hand margin indicates marks)

I. Multiple choice question

(0.5x15= 7.5)

1. An office manager is responsible for
 - A. Making sure that the refreshment area is always well stocked
 - B. Coordinating office activities and operation
 - C. Welcoming visitors to the office
 - D. The financial wellbeing of the company
2. How do you prioritise tasks ?
 - A. List all the tasks that must be done, decide their importance and the date they have to be done by, then list them in order of urgency.
 - B. Ask colleagues which tasks they want you to do
 - C. Do the easiest ones first so you can wizz through them
 - D. Focus on those that will please your superiors the most
3. Providing feedback to office staff helps them to
 - A. Identify what they are doing wrong and then take steps to improve their performance.
 - B. Become more motivated.
 - C. Understand how the company works.
 - D. Improve their literacy and numeracy skills.
4. Where in a company does a receptionist work?
 - A. In the sales department.
 - B. The car park.
 - C. At the lobby or front office desk.
 - D. With the admin team.

(PTO)

5. Staff training is used to:
- Give staff members the necessary skills and knowledge to carry out their role.
 - Help staff with their personal problems.
 - Get staff to dress more professionally for the office.
 - Make staff more loyal to the company.
6. What type of office mail requires proof of delivery ?
- Email
 - International post
 - Key post
 - Registered post.
7. Why should office meetings be recorded ?
- It is the law.
 - It improves staff motivation and efficiency.
 - It makes the company look more professional.
 - A recording is a historical document that can be used in the future to verify decisions and be a reminder of past events and actions.
8. Why is Health and Safety important in an office environment ?
- It helps to keep office equipment like printers etc working.
 - By having everything in the right place it makes the office look more professional.
 - It helps protect the well being of staff and visitors to the office.
 - Staff feel more comfortable knowing there is a Health & Safety policy in place.
9. A member of staff comes up to you and reports a problem in the office, what's the first thing you do?
- Find out exactly what the problem is, its severity and how it will affect the offices operations.
 - Try to find out the individual who was responsible for it.
 - Put it on your to-do list to investigate and deal with later.
 - Call a team meeting to discuss what has happened.
10. Having good staff morale in an office environment is important because it:
- Makes people feel better about themselves.
 - Creates a positive working atmosphere that improves productivity, decreases absenteeism and leads to higher staff retention rates.
 - Helps managers to control their staff more effectively.
 - Stops staff from moaning about their work.
11. To ensure office records are accurate, they should be:
- Updated as soon as possible after any recordable event.
 - Updated only on a Friday afternoon at the end of the week.
 - Kept as paper records only.
 - Passed to the HR department to do at the end of the day.
12. While at work a staff member reports feeling unwell, what do you do?
- Give them some aspirin and water.
 - Call the HR department and ask for advice.
 - Make them a cup of tea and tell them to get on with their work.
 - Ask them about their symptoms, if serious call an ambulance, if not serious then send them home and report it to the HR department.
13. What is a Virtual Office?
- A office that only exists online.
 - A service that provides businesses with the remote services of an office without the business having any actual physical office space.
 - A office were people can meet online.
 - None of the above.
14. To effectively manage the office budget you must:
- Only buy second hand office equipment.
 - Save money by only switching on the office heaters for hours per day
 - Accurately monitor, control, and record all office expenditures.
 - Ensure that all receipt for purchases are stored away properly.
15. A successful Office Manager must be able to:
- Understand the behaviour and needs of office staff so as to be able to meet them.
 - Attend every company meeting and contribute to the discussion.
 - Find the best suppliers of office equipment.
 - Know the name of every person in the department and be on first name terms with them.

II. Answer any six of the following questions: (6X5=30)

- a. Briefly describe any three forms of business organizations.
- b. Explain atleast 6 categories of office career and mention their duties.
- c. What are the skills required for office job ? Describe any six skills.
- d. What are the most common filing systems used in offices? Explain.
- e. What do you mean by filing? What are the steps involved in filing?
- f. What is indexing ? Explain the three methods of indexing.
- g. How incoming mails are handled in the office ?
- h. Explain 5W-H plan for writing.
- i. What are the mistakes that need to be avoided during layout?

Handwritten scribbles and numbers: 12, 11, 10, 9, 8, 7, 6, 5, 4, 3, 2, 1.