QP CODE: 26020408

26020408

Reg No : .....

Name : .....

B.A DEGREE (CBCS) IMPROVEMENT/ REAPPEARANCE / MERCY CHANCE EXAMINATIONS, APRIL 2026

Fourth Semester

B.A English Language and Literature Model II Administrative Assistant

Vocational Course - EN4VOT08 - OFFICE PROCEDURES AND PRACTICES

2017 Admission Onwards

84513F88

Time: 3 Hours

Max. Marks : 80

Part A

*Answer any **ten** questions.*

Each question carries 2 marks.

1. What are the qualifications desirable in an office manager?
2. What are private offices?
3. What is the importance of office environment?
4. How does power failure cause a difficulty in work flow?
5. What is functioal organisational chart?
6. What are the two types of verbal communication in an office?
7. What are advertisements?
8. What do you mean by office mechanisation?
9. List the three categories of business mail.
10. What do you mean by compactness of a filing system?
11. What are the objectives of indexing?
12. What is meant by bound book form alphabetic page index?

(10×2=20)

Part B

*Answer any **six** questions.*
*Each question carries **5** marks.*

13. What does office administration involve?
14. What office decoration? What are the objectives of colour in office decoration?
15. Write a note on the nature and objectives of flow chart.
16. Write a note on committees as a type of office organisation.
17. Explain the communication process.
18. Explain any three arrangements for mailing that can be made with the post office.
19. What are the advantages and disadvantages of drafting?
20. Explain any three methods of classification of records for filing.
21. What is vertical filing system? What are its advantages and disadvantages?

(6×5=30)

Part C

*Answer any **two** questions.*
*Each question carries **15** marks.*

22. Write an essay on office layout.
23. Explain the meaning, nature and principles of office organisation.
24. Which are the various types of office machines and equipments?
25. What are company meetings? What are its various types?

(2×15=30)