



25019995

**QP CODE: 25019995**

**Reg No** : .....

**Name** : .....

**B.A DEGREE (CBCS) ) REGULAR/ IMPROVEMENT/ REAPPEARANCE / MERCY  
CHANCE EXAMINATIONS, FEBRUARY 2025**

**Fourth Semester**

B.A English Language and Literature Model II Administrative Assistant

**Vocational Course - EN4VOT08 - OFFICE PROCEDURES AND PRACTICES**

2017 Admission Onwards

0AAB72F4

Time: 3 Hours

Max. Marks : 80

**Part A**

*Answer any **ten** questions.*

*Each question carries **2** marks.*

1. What is the role of an office in communication?
2. Define office manager.
3. What does office environment refer to?
4. How does employee's attitude to work cause a difficulty in work flow?
5. List the major details included in an organisational chart.
6. What does feed back mean, in communication?
7. What are reports as an internal communication mechanism?
8. What are the two kinds of office mails?
9. List the functions to be performed by the despatching section of an office.
10. What are folders?
11. What is class meeting?
12. Define agenda.

(10×2=20)

**Part B**

*Answer any **six** questions.*

*Each question carries **5** marks.*





13. Write a note on the relationship between office and purchase department.
14. What are the advantages and disadvantages of rented office building?
15. Write a note on straight-line work flow.
16. What is functional organisation? What are its advantages and disadvantages?
17. What are the differences between internal and external communication?
18. Which are the major parts of a computer?
19. Differentiate between post office box and post bags.
20. What are the requirements of a good indexing system?
21. What are the advantages and disadvantages of vertical card index?

(6×5=30)

### **Part C**

*Answer any **two** questions.*

*Each question carries **15** marks.*

22. Discuss the importance of interior decoration in an office.
23. Explain in detail the various principles of office organisation.
24. Briefly explain the mailing section of an organisation.
25. What are the different methods of classification of records for filing? Bring out the advantages and disadvantages of each of them,

(2×15=30)

