[18–HRGPKAC–D6S]

BA 6th Semester Exam., 2018

FRONT OFFICE MANAGEMENT

[BOM]

Full Marks : 80

Time : 3 hours

The figures in the margin indicate full marks for the questions

1. Answer the following questions : 1×8=8

(a) State the meaning of office.

(b) State one principle of office layout.

(c) What is modular unit?

(d) Define office layout.

(e) Write the meaning of general staff.

(f) State one feature of communication.

(g) State the meaning of the word 'encoding'.

(h) State one conventional method of filing.

2. Answer the following questions (each within *50* words) : 2×8=16

(a) State two qualities of a good office manager.

(b) State the concept of landscaped office.

(c) State two criteria which help in selection of office furniture.

(d) State two objectives of office system.

(e) State two advantages of line organization.

(f) Define organization chart.

(g) Give two examples of mechanical communication.

(h) Explain alphabetical filing system.

3. Answer any *five* from the following questions (each in around *100* words) : 4×5=20

(a) Discuss the basic functions of office.

(b) Write a note on private office by stating its advantages and disadvantages. 1+2+2=5

(c) Explain straight line flow of work stating its advantages.

(d) State any five principles of an office organization.

(e) State any five barriers to communication.

(f) Explain the following : 2½+2½=5

(i) Numerical filing

(ii) Subject-wise classification of filing

4. Answer any *two* from the following questions (each in around *300* words) : 8×2=16

(a) Discuss briefly the managerial skills required for an office manager.

(b) Write short notes on the following : 4+4=8

(i) Committee organization

(ii) Functional organization

(c) Discuss briefly internal and external communications.

5. Answer any *two* from the following questions (each in around *400* words) : 10×2=20

(a) Discuss briefly how office location should be selected. State different aspects needed for good office environment. 6+4=10

(b) Define flow chart. Discuss different types of flow chart. 1+3+3+3=10

(c) Discuss briefly modern methods of filing.

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