

SARDAR PATEL UNIVERSITY
Programme: BBA (GENERAL)
Semester: I
Syllabus with Effect from: June-2011

Paper Code: UM01CBBA04	Total Credit: 3
Title Of Paper: Office Management & Commercial Services	

Unit	Description in detail	Weighting (%)
I	Office Management Concept of modern Office What is office Management Scientific office Management Office Manager Function & Status of Office Manager Responsibilities of Administrative Office Manager	25%
II	Office System, Procedure & Communication Need for System/Procedure/Communication System Design & Planning System Integration Records Management Inward & Outward Correspondence Sourcing of Stationary/Supplies/Courier Services Use of Technology for Efficiency Filing System Use of Computer for data Management	25%
III	Banking Services Identifying Banking as Effective Toll for Fund Management Operating Various Types of Accounts Writing Cheques/Drafts Process of Transactions Preparing Reconciliation Statements Brief Ida about Negotiable Instruments Electronic Banking Use of ATM/Credit/Debit Cards Dealing with Private sector and Public sector Banks Liasion with Bank Managers	25%
IV	Services for Insurance, Provident Fund & Gratuity Need and Importance Principles Types Insurance for Assets & Employees Insurance Premia Calculation & Control Maintaining Deadlines PF & Gratuity Management PF,Gratuity Statements & Forms Settlement of Claims Liasion with Managers	25%

