

**SARDAR PATEL UNIVERSITY**  
**Vallabh Vidyanagar**  
**BBA-(ISM) PROGRAMME**  
**Semester-I**  
(Effective from June 2018)

<b>Paper Code: UM01CBBS24</b>	<b>Total Credit: 3</b> Marks :100
<b>Title Of Paper: Office Management and Commercial Practices</b>	
<b>Objectives: To familiarize students with the activities in a modern office.</b>	

<b>Unit</b>	<b>Description in detail</b>	<b>Weighting (%)</b>
<b>1</b>	<b>Office Management</b> Concept of Modern Office, What is office Management, Scientific office Management, Office Manager, Functions and Status of Office Manager, Responsibilities of Administrative Office Manager.	<b>25 %</b>
<b>2</b>	<b>Office System, Procedure and Communication</b> Need for System / Procedure / Communication, System Design and Planning, System Integration, Records Management, Inward and Outward Correspondence, Sourcing of Stationery / Supplies / Courier services, Use of Technology for Efficiency, Filing System, Use of Computer for Data Management.	<b>25 %</b>
<b>3</b>	<b>Banking Services</b> Identifying Banking as Effective Tools of Fund Management – Operating Various Types of Accounts, Writing Cheques / Drafts, Process of Transactions, Preparing Reconciliation Statements, Brief Idea about Negotiable Instruments, Electronic Banking, Use of ATM / Credit / Debit Cards, Dealing with Private sector and Public sector Banks, Liaison With Bank Managers.	<b>25 %</b>
<b>4</b>	<b>Services for Insurance, Provident Fund, and Gratuity</b> Need and Importance, Principles, Types, Insurance for Assets and Employees, Insurance Premium Calculation and Control, Maintaining Deadlines, PF and Gratuity Management, PF, Gratuity Statement and Settlement of Claims, Liaison with Manager.	<b>25 %</b>

**Evolution:** Internal: 40 Marks (Theory)

External: 60 Marks (Theory) –Two –Hour Examination.

**TEXT AND REFERENCE BOOK:**

Office Management by Dr. R K Chopra and Mrs. Ankita Bhatia, Himalaya publishing house

Office Management by Dr B Narayan, APH Publishing Corporation