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SARDAR PATEL UNIVERSITY

No. of Printed Pages: 01

BBA (GEN) (SEM - I) (CBCS) EXAMINATION (Regular)

2015

Thursday, 30 April
2.30pm - 4.30pm

UM01CBBA04: Office Management & Commercial Services

TOTAL MARKS: - 60

Note: - Figures to the right indicates marks.

Q.1 What is the meaning of office management & Scientific office management? Discuss in brief characteristics of office management. (15)

OR

Q.1 Define the meaning of office manager. Discuss in detail function & status of office manager. (15)

Q.2 (A) What is the procedure of communication in office system? (08)

(B) Which are the sources of stationary & supplier in office system? (07)

OR

Q.2 (A) Explain about filling system in office. (10)

(B) Write a short note on Inward correspondence. (05)

Q.3 Define the meaning of Banking service. Discuss in brief how to operate various types of accounts in banking sector? (15)

OR

Q.3 (A) What is the meaning of transaction & explain in detail process of transactions. (08)

(B) Write a short note on Cheques & Drafts. (07)

Q.4 (A) What is the meaning of Insurance? Discuss in detail various types of service insurance. (08)

(B) Write a short note on PF & Gratuity. (07)

OR

Q.4 (A) Discuss in brief different types of principles of service insurance. (08)

(B) How to settlement of claims? Discuss in brief. (07)

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