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SARDAR PATEL UNIVERSITY
B. B. A. (I Semester) Examination
Monday, 25th April, 2016
2.30 – 4.30 pm
UM01CBBA04

Office Management & Commercial Practices

Total Marks: 60

- Q.1
 (A) What is Office Management ? Explain the various functions of Office Manager. (08)
 (B) Explain the concept of modern office and discuss the status of Office manager. (07)

OR

- Q.1
 (A) Discuss the various responsibilities of administrative Office Manager. (08)
 (B) Write Note on - Scientific Office Management. (07)

- Q.2
 (A) Why there is need for system in office ? (08)
 (B) What do you mean by system design, planning and integration ? (07)

OR

- Q.2 Write notes on : (15)
 (i) Record Management.
 (ii) Use of Computers for data management.
 (iii) Inward and Outward Correspondence.

- Q.3
 (A) Give brief idea about Negotiable Instrument. (05)
 (B) What is electronic banking ? (05)
 (C) How various types of accounts are operated in banks ? (05)

OR

- Q.3 Write notes on :- (15)
 (i) Dealing with private sector and public sector Banks.
 (ii) Uses of ATM/Credit/Debit Cards
 (iii) Writing Cheques/Drafts

- Q.4 Discuss various types and principles of insurance in brief. (15)

OR

- Q.4 Write Notes on : (15)
 (i) PF and Gratuity Management
 (ii) Settlements of claims
 (iii) Liasion with managers.

