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No. of Printed Pages: 1

SARDAR PATEL UNIVERSITY
B.B.A (GENERAL) –SEMESTER- I EXAMINATION (CBCS)

2013

19TH November,

02.30 PM TO 4.30 PM

OFFICE MANAGEMENT & COMMERCIAL PRACTICES (UM01CBBA04)

TOTAL MARKS: 60

- Q.1 A) What do you know about modern office? Discuss meaning of office management. 08
- B) Who is an office manager? Discuss its roles and responsibilities. 07
- OR**
- Q.1 A) Discuss scientific office management. 07
- B) Explain functions and status of an Office manager 08
- Q.2 A) What is Office system? Why an effective office system required for any organization? 08
- B) How to design system? Discuss system planning and integration. 07
- OR**
- Q.2 Write in detail meaning with examples of Inward-Out ward Correspondence. Record management, Filing System. 15
- Q.3 (A) Are you using Bank services? Discuss Bank as a tool for fund management. 07
- B) Discuss various types of Bank Account. how to write a cheque? 08
- OR**
- Q.3 Write in details of Reconciliation statement, Negotiable Instruments. E-Banking and use of ATM & Debit Cards. 15
- Q.4 Write a note on (any Three) 15
- a) Need & Importance of Insurance b) Functions of Insurance
- c) PF & Gratuity d) Insurance premium calculation
- e) Liaoning with Manager for Insurance Settlement.

*****ALL THE BEST*****