

[01] Seat No. _____

No. of printed page: 01

SARDAR PATEL UNIVERSITY
BBA (I Semester) Examination
Friday, 25th November, 2016
10.00 am - 12.00 pm
UM01CBBA04 - Office Management & Commercial Practices

Total Marks : 60

Q.1 Explain the Concept of Modern Office and discuss various Functions & Status of Office Manager. (15)

OR

Q.1 What is Scientific Office Management ? Discuss various responsibilities of Administrative Office Manager. (15)

Q.2 Write notes on: (15)
(i) System Design and Planning
(ii) Filing System
(iii) Inward and Outward Correspondence

OR

Q.2 Describe various uses of Technology for Efficiency and Computer for Data Management. (15)

Q.3
(a) What are the uses of ATM, Credit and Debit Cards. (10)
(b) Write note on: Electronic Banking. (05)

OR

Q.3
(a) How and why Reconciliation Statements are prepared. (10)
(b) Write note on - Negotiable Instruments. (05)

Q.4
(a) Explain the Importance and need for Insurance. (07)
(b) Discuss various types of Insurance in brief. (08)

OR

Q.4 Write notes on: (15)
(i) Settlements of Claims
(ii) Gratuity Management
(iii) PF Statements & Forms

