



Maharaja Education Trust ®
MIT First Grade College

(Affiliated to University of Mysore)
Industrial Suburb, Manandavadi Road, Mysuru -570008

Office Management Marks List of students

Sl. No	Name of the student	Marks Scored out of 50
1	Abhishek.C	41
2	Aishwarya.H	43
3	Aishwarya.M	42
4	Ashwini.R	42
5	BharathAradya	37
6	Chethushree V	36
7	Keerthana D S	38
8	Manu S	36
9	Megha H V	36
10	Premkumar A N	44
11	Nandini N	40
12	Nayanashree P	Ab
13	Pooja R	Ab
14	Rakesh N M	41
15	Sangeetha S	43
16	Sharathkumar Y	35
17	Shivkumar N	44
18	Sowjanya N	39
19	Sowjanya P	Ab
20	Subhash H K	40
21	Sukanya H B	Ab
22	Swathi M P	35
23	Varshini S	39
24	Vidyashree R	44
25	Vishak N	42
26	Yousuf Ulla Khan	40

S.P. Swikha
HOD

K. Jayaram
Principal
PRINCIPAL
M.I.T. FIRST GRADE COLLEGE
F-29/1, 3rd Stage, Industrial Suburb
Fort Mohalla, Mysuru-570 008

MIT First Grade College

Fort Mohalla, Manandavadi Road, Mysuru-570 008



Name of the Student: Sangeetha. S

Subject: Office Management

R. No.

Course: B.Com/BBA/BCA

Marks Obtained 16 + 27 = 43

Sem IV sem M.Com

3520

[Signature]
Signature of the Invigilator with date

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Signature of the valuator with date

PART-A

I.

1. ~~d)~~ Both 'a' & 'c'
2. ~~c)~~ Both 'a' & 'b'
3. ~~b)~~ For smooth flow of work, development of office system & procedures is essential.
4. ~~a)~~ office.
5. ~~e)~~ management
6. ~~d)~~ All of the above
7. ~~a)~~ Solomon
8. ~~c)~~ office manager
9. ~~e)~~ Both 'a' & 'b'
10. ~~a)~~ All of these
11. ~~d)~~ All of the above
12. ~~b)~~ office communication & correspondence.
13. ~~c)~~ office control
14. ~~a)~~ All of the above
15. ~~b)~~ c) nothing
16. ~~d)~~ All of the above

Total:

17. ~~a)~~ It is hired from a post office to print stamps on letters.
18. ~~a)~~ Indexing
19. ~~a)~~ Vertical
20. ~~b)~~ Horizontal.

Part - B.

3. According to Littlefield
"Office layout may be defined as the arrangement of equipment within the ~~available~~ floor space."

The object of an office layout is to make arrangements for placing of men, materials, machine, furniture and equipment within the available floor space of the office in such a way that everything can be utilized in the best possible manner.

Office layout involves:

* The determination of the correct amount of ~~space~~ for each employee and for machinery and equipment they use.

* The best possible environmental conditions and.

* The correct arrangement of furniture, equipment & machinery.

Importance:

* Proper utilization of office floor space

* Facilitates smooth supervision

* Assist in the efficiency of getting the work done from employees

* Communication, speed up

* Comfort & self-esteem of the employees.

Objectives:

* It should be used to greatest extent.

* Good working conditions

* Communication & work flow facility

* Electricity & telephone should be available

* Mutual interference between clerks should be avoided.

Types of office layout:

* Cubicle office layout

* Open office layout

* Co-working office layout

* Team-cluster office layout

* Hybrid office layout.

* Cubicle office layout:

It is that which have features partition walls that are surrounded to the tables from 3 sides that gives the cubicle shape.

* Office open office layout:

It is the most widely used layout. It is a single table shared among employees with low or no partitions at all.

* Co-working office layout:

It is a space that range from single rooms to an entire floor within a building.

* Team-cluster office layout:

It is setting where employees in a company are grouped according to a team in a cluster, sharing a table.

* Hybrid office layout:

This style you can mix and match different types of office environment.

2. Office record management:

Also known as records & information management.

It is the process of creating, using and ~~preservation~~ of record to perform the business functions effectively.

Steps for managing office records:

1) Creation of records:

~~This~~ involves writing data in suitable forms. The data is prepared periodically at regular intervals for a specific period.

2) Utilization of records:

The created desired records may be ~~retrived~~ & delivered.

3) Storage of records:

It is properly classified & put into separate file covers or folders.

4) Retrieval of records:

It is readily located the desired records. ~~All~~ documents or records are drawn from the files or cabinet.

5) Disposal of records:

The records that are no longer required are destroyed after getting approval from top management.

Part-C.

1. An office is the center point of any business activity

In modern times the term 'office' is used in a broader sense to represent the functions performed by the clerical staff rather than the place where such work is performed.

In real sense, office means a place where the activities of an organisation are co-ordinated. It is a seat of administration & a center of communication.

In the organisation you have to perform different tasks assigned to you by your employer. To carry out the job properly you need to have certain facilities. The most important requirement is to have an adequate space to work. You also need to have proper sitting arrangement, well-lighted & ventilated room, safe place

to keep your documents & records etc.,

The place where such types of facilities are made available is called as an office.

clerical work keeps an office running smoothly. Most employees and managers have to do some form of clerical work in their daily roles, but clerical workers handle most of the clerical task.

3. Report writing is a formal style of writing elaborately on a topic. The tone of a report is always formal. The audience it is meant for is always throughout section.

Every organisation has a routine practice of reporting on the progress and the status of different activities for taking sound business decisions.

Report may be written by an individual or an organized body i.e., committee & sub-committee or Board of Inquiry, at regular intervals either on usual routine or on special occasion after a special inquiry conducted by them as per the directions of their superiors.

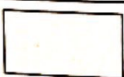
Reports may contain:

- * description of a sequence of events
- * Interpretation of the significance
- * Evaluation of the facts
- * Discussion of future courses.
- * Course of action
- * Conclusion.

Eg:- Report writing about a school event, report writing about a business case - etc.

Qualities of report.

- * Simplicity
- * clarity
- * Brevity
- * Positivity
- * Punctuations
- * Approach
- * Readability.
- * Accuracy
- * Logical sequence
- * Proper form
- * presentation.



MIT First Grade College

Fort Mohalla, Manandavadi Road, Mysuru-570 008



Name of the Student: Yousuf ulla Khan

Subject: Office management

R. No.

CM204326

Course: B.Com/BBA/BCA/MA

2750

Marks Obtained

14+26=40

Sem

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Signature of the valuator with date

PART - A

1) ~~d.~~ Both 'a' and 'c'.

2) ~~e.~~ Both 'a' and 'b'.

3) ~~e.~~ Both 'a' and 'b'. b

4) ~~a.~~ office.

5) ~~c.~~ management

6) ~~d.~~ All of the above

7) ~~b.~~ Howard and Upton c

8) ~~e.~~ Managing Director. b

9) ~~c.~~ Both 'a' and 'b'

14
26
Total:

10) ~~d.~~ All of these

11) ~~d.~~ All of the above

a 12) ~~b.~~ office communication and correspondence

13) ~~c.~~ office control.

14) ~~d.~~ All of the above

b 15) ~~x.~~ Audit and vouching

16) ~~d.~~ All of the above

17) ~~d.~~ It is used from a post office to print stamps on letters.

b 18) ~~x.~~ Indexing.

19) ~~a.~~ vertical.

20) ~~b.~~ horizontal.

PART - B

1) Office Management

Office management refers to the process of planning, organizing, guiding, communicating, directing, coordinating and controlling the activities of a group of people who are working to achieve business objectives efficiently and economically.

Office management is not only necessary to business organization but also essential to non-business organization.

The individual efforts towards common purpose or objective the direction is given from a place or office.

Definition

Office management can be defined as the art of guiding, directing, coordinating and controlling the salaried people of an organization in order to achieve their aim.

Function of an office

- 1) Primary or basic function
- 2) auxiliary or administrative or management function.

1) Primary function

a) Receiving and collecting information

Receiving and collecting different types of information from the different type of sources is the primary function of an office.

b) Processing and arranging information

It is the most significant function of an office. The information collected and recorded cannot be readily used.

c. Supplying information

It provides necessary information to its members whenever it is required.

2) Administrative management function

a) Management process

It include planning, organizing, staffing, directing and controlling.

b) Public relations

There must be good public relation of the organization.

c) Personnel function

(5) office is also related to recruiting, training, placing, promoting the employees.

3) Office layout

It is nothing but the arrangement of furniture, supplies, equipment, procedures and things necessary for work in a proper manner in the available space.

Types of office layout

- Cellular office layout
- Traditional office layout
- Cubicle office layout
- Open-plan office layout
- low partition office layout
- Team-oriented office layout
- Hybrid / Combination office layout
- Private office layout

- open-plan office layout

In an open-plan office layout, there are no walls or separators between workstations.

→ Private office layout

Uses a cellular-style workstation, with the interior walls reach up to the ceiling.

(A)

→ Cubical office layout

It is the most used type. It is a type of open layout where the workspaces

PART - C

2) office manager role

office manager duties and respons. - bellies include scheduling meetings and appointments, making office supplies arrangements, greeting visitors & providing general administrative support to our employees.

personal strengths of an office manager

In addition to the skills needed for a specific industry, it is also helpful for office managers to have the following qualities.

2) Optimism

An office manager is not only the person who maintains the organization of the office, but they are also in charge of leading the team and are often the first person a customer

communicates with when meeting.

2) Communication

Communication skills are critical when working as an office manager. Nonverbal communication skills will help with providing clear directions to team members & customers.

3) Flexibility

The day-to-day operations and typical workday for an office manager can frequently change and having a flexible office manager can be useful.

4) Organization and project management

An office manager may be in charge of multiple projects at one time. The ability to multi-task and maintain organization among busy schedules is beneficial.

5) Creativity

Creativity is often overlooked but can provide many benefits to an office. Creativity skills can help an office manager come up with unique solutions to problems.

6) Emotional Intelligence

The role of an office manager can be stressful at times. By choosing an office manager who is emotionally intelligent and insightful, they can usually adjust to these stressful situations.

7) Administrative

Many of the primary duties of an office manager are administrative in nature.

8) Leadership

While leading a team may only be a small part of the office manager's position, it is a crucial one.

9) Time management

10) Dedication

11) Honesty

12) Financial

13) Technical

a

3) Report writing

Report writing is a formal style of writing elaborately on a topic. The tone of a report is always formal. The audience of a report is always throughout sections.

Examples: Report writing about a school event, report writing about a business cases etc. for upper level management.

Qualities of reporting

1) Simplicity

2) Clarity

3) Brevity

- 4) Politeness
- 5) Punctuation.
- 6) Approach
- 7) Readability.
- 8) Accuracy.
- 9) Logical sequences
- 10) Proper form.

1) Simplicity

The language shall be as simple as possible so that a report is easily ~~read~~ understandable programs and technical word.

2) Clarity

shall be lucid and straight. Clearly expressing what is intended to be expressed for what the report has to be written.

3) Brevity

A report shall not be unnecessary only long so that the patience of the reader is not.

lost and there is no confusion of ideal
but at the same time a report
must complete.

5) Punctuation

have to be carefully and
correctly used otherwise the meaning
of sentence may be misunderstood.

6) Approach

When a report is written
based on personal enquiry or
observation,

1) Personal

2) Impersonal.

8

7) Readability

The key note of a report
is readability, the style of
presentation and the election.