

- Q.26 Define the process of handling incoming mail.
Q.27 Distinguish between speed post and registered post.
Q.28 Explain the seating arrangement in a Office.
Q.29 What is interior decoration in Office? Explain its advantages.
Q.30 Explain the essentials of a good lighting system in an office.
Q.31 Explain the concept of private office with example?
Q.32 Discuss the various types of furniture used in an office.
Q.33 Describe various features of courier service.
Q.34 Describe the importance of office layout.
Q.35 Explain the importance of office correspondence.

SECTION-D

Note: Long answer type questions. Attempt any two questions out of three questions. (2x10=20)

- Q.36 Explain the various function of Office.
Q.37 Define office layout and explain the principles of a good office layout.
Q.38 What is pollution. Explain the disadvantages of air and water pollution.

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1st Sem / OMCA
Subject:- Office Management-I

Time : 3Hrs. M.M. : 100

SECTION-A

Note: Multiple choice questions. All questions are compulsory (10x1=10)

- Q.1 Mechanical aids used in the mail department comprise
a) Letter opening machine
b) Paper folding machine
c) Addressing machine
d) All of the above
- Q.2 Office layout aims at:
a) Providing space to all employees
b) Providing Space
c) Optimum utilization of space
d) Providing large open space
- Q.3 The most unsafe method of mailing is
a) Ordinary post b) Speed post
c) Email d) Registered post
- Q.4 Ventilation in the office refers to supply of _____ in office
a) Fresh and clean air
b) Proper lighting

- c) Proper sanitary arrangement
d) All of these
- Q.5** Centralization of office services leads to _____ in authority.
a) Reduction b) Addition
c) Both a and b d) Nor a neither b
- Q.6** The basic function of an office is:
a) Receiving information
b) Recording information
c) Arranging Information
d) All of the above
- Q.7** Good working facilities in an office includes
a) Good seating arrangement
b) Good lighting system
c) Pollution free
d) All of these
- Q.8** A private office has benefit of
a) Privacy
b) Economy
c) Flexibility
d) None of these
- Q.9** The purpose of office accommodation is to bring _____ in office work.
a) Efficiency b) Frustration
c) Both a and b d) Sickness
- Q.10** Office is a place where?
a) Records are kept b) Office work is done
c) Central place d) All of the above

SECTION-B

- Note:** Objective type questions. All questions are compulsory. (10x1=10)
- Q.11 Office work relate to handling of office work. (T/F)
Q.12 Office building must match to the _____ of the organisation.
Q.13 External correspondence is that between the organization and the _____
Q.14 An email account is must for mailing a document on internet. (T/F)
Q.15 Briefly define External noise.
Q.16 Proper layout results in smooth work flow (T/F)
Q.17 What type of mail require proof of delivery?
Q.18 Office space planning of office layout is same thing. (T/F)
Q.19 Maintenance of record is an essential function of an office. (T/F)
Q.20 Noise from moving vehicle is an example of internal noise (T/F)

SECTION-C

- Note:** Short answer type questions. Attempt any twelve questions out of fifteen questions. (12x5=60)
- Q.21 Define Office and explain the purpose of office.
Q.22 What are qualities of a good office manager.
Q.23 Briefly explain the centralization and decentralization of office services.
Q.24 Explain the merits of centralization of office services
Q.25 State various reasons of noise pollution