

- Q.16 What are the key steps involved in outgoing mail procedures?
- Q.17 What are the main types of postal services used in office mail handling?
- Q.18 What is the role of Indexing in an office filing system?
- Q.19 What is the need of office system?
- Q.20 What is the role of office filling in document management?
- Q.21 Discuss the different type of record maintained in office procedures.
- Q.22 Discuss the classifications of files.

Section-D

Note: Long answer questions. Attempt any two questions out of three Questions. (2x8=16)

- Q.23 Discuss the Environment of an office and Security of the office.
- Q.24 What is Office filling? Explain its importance.
- Q.25 Discuss the different ways of office correspondence.

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5th Sem. Branch: Finance, Accounts & Auditing Sub : Office Procedures

Time : 3 Hrs.

M.M. : 60

SECTION-A

Note: Multiple choice Questions. All Questions are compulsory. (6x1=6)

- Q.1 Which of the following is true about handling office mail?
- a) Mail should be opened without any procedure
 - b) Incoming mail should be logged before being opened
 - c) Mail should only be distributed to the sender
 - d) Outgoing mail can be sent without verification
- Q.2 What is the primary difference between traditional and modern filing methods?
- a) Traditional filing uses paper-bases systems, while modern filling is digital
 - b) Traditional filling is faster
 - c) Modern fillings is more secure
 - d) There is no difference

Q.3 Which of the following is an essential principle of record keeping?

- a) Records should be stored indefinitely
- b) Records should be organized to allow easy retrieval
- c) Records should be stored randomly
- d) Records should be kept without a backup system.

Q.4 Which type of office record should be retained permanently?

- a) Daily reports
- b) Financial records
- c) Personal employee details
- d) Correspondence relating to legal matters

Q.5 What is indexing in the context of office management?

- a) Organizing documents by date
- b) Creating a systematic method for locating files
- c) Labeling files with colors
- d) Creating a new office procedure

Q.6 What is the importance of indexing in an office?

- a) It helps in organizing office furniture
- b) It makes it easier to retrieve and refer to records
- c) It allows for more space in the office
- d) It makes office tasks more difficult

Section-B

Note: Objective/Completion type questions. All questions are compulsory. (6x1=6)

Q.7 The layout of an office should only focus on maximizing desk space. (True/False)

Q.8 Modern office management relies heavily on digital tools and technology for better efficiency. (True/False)

Q.9 The environment of an office has to significant impact on employees productivity. (True/False)

Q.10 Office security should only concern the physical security of the premises, not digital security. (True/False)

Q.11 Stationery items like paper, pens, and clips are essential for effective office work. (True/False)

Q.12 Work flow planning is not necessary in an office with a small staff. (True/False)

Section-C

Note: Short answer type Questions. Attempt any eight questions out of ten Questions. (8x4=32)

Q.13 What are the key elements of office management?

Q.14 What are the common types of stationery used in an office?

Q.15 Why is office security important?