

(B. A./B.COM.-II)
VOCATIONAL SUBJECTS

STREAM I: OFFICE MANAGEMENT AND SECRETARIAL PRACTICE

BC 307: OFFICE PRACTICE

Max Marks : 100
Time : 3 Hours
Pass Marks : 35%
Theory: 4 + Practical 2

External Assessment : 60
Internal Assessment : 20
Practical : 20
Periods per week : 6

INSTRUCTIONS FOR THE PAPER SETTER/ EXAMINERS

The question paper covering the entire course shall be divided into three sections as follows.

SECTION-A

It will consist of essay type questions. Four questions shall be set by the examiner from Unit-I of the syllabus and the candidate shall be required to attempt two. Each question shall carry 9 marks; total weight of the section shall be 18 marks.

SECTION-B

It will consist of essay type questions. Four questions shall be set by the examiner from Unit-II of the syllabus and the candidate shall be required to attempt two. Each question shall carry 9 marks; total weight of the section shall be 18 marks.

SECTION-C

It will consist of 10 very short answer questions from entire syllabus. Students are required to attempt 8 questions up to five lines in length. Each question shall carry 3 marks; total weight of the section shall be 24 marks

UNIT - I

Office – Meaning, functions, importance, concept of office organisation; Centralisation Vs decentralisation of office correspondence, typing and duplicating, filing, mailing, general office. Filing: Meaning and importance, essentials of a good filing system, centralised Vs decentralised filing system, methods of filing, filing-equipment.

A study of various types of commonly used appliances and machines - Duplicator, accounting mechanism calculator, addressing machine, punch card machine, franking machine, weighing and folding machine, sealing machine, dectapone, cheque protector, cash register, coin sorter, time recorder and such other machines.

Modern office Machines: Photocopier, Computer, Word processor, Scanner - their operation and uses in the office set up. Introduction to computer - importance, history and types of computers, computer hardware and software, computer operation.

Word Processor - Concept of Word processing, creating and editing documents, taking print out, DO's and Don'ts in detail from application point of view. Scanner - Introduction to Scanner, its importance and use in offices.

UNIT - II

Meaning and importance of mail, centralisation of mail, handling of work - its advantages, mail room equipment, sorting table and racks, letter openers, time and date stamps, postal franking machine, addressing machine, mailing scales, post office guide.

Handling Mail: Inward Mail - Receiving, sorting, opening, recording, marking distributing. Outward Mail - Folding of letters, preparation of envelopes, sorting sealing, weighing, stamping, entering in letter sent book or peon book. Despatching rail parcel service, Air mail service, courier service.

Essentials of a good letter, drafting of business letter: enquiry, quotation, order advice, making payment, trade reference complaints, and circular letters, follow up letters, official letters, and demi officials.

Assisting Visitors: Office etiquette, effective use of languages, preparation of appointment schedules and maintaining visitor's diary, furnishing desired information,

Practicals :

Office Practice

1. Filing Indexing

Practice in filing and indexing Alphabetical numerically, arranging files subjection, searching a particular file, transforming of fold files for future references, weeding out of records, developing card indexing system for the college library.

2. Drafting of the following (on the basis of actual information)

- Application for a job
- Interview letter
- Appointment letter
- Letter of enquiry
- Letter of order
- Office notes
- Office order
- Issue of tenders

3. Recording of inward/outward mail.

Course Outcome: This course will prepare the students to understand the office related work