

2019

MAJOR

1st Semester Examination

**OFFICE MANAGEMENT &
SECRETARIAL PRACTICE**

Paper—C 2-T

Office Practice

Full Marks : 40

Time : 2 Hours

The figures in the margin indicate full marks.

*Candidates are required to give their answers
in their own words as far as practicable.*

1. Answer any five questions : 2×5
- (a) What do you mean by Speed Post ?
 - (b) What is Continuous Stationery ?
 - (c) What do you mean by PBX ?
 - (d) For what purpose is 'Referencing' done ?
 - (e) What do you mean by Alpha-numerical system of filing ?
 - (f) What is E-mail ?

[Turn Over]

(g) Name two labour saving devices which are usually maintained in a business undertaking.

(h) What is Electronic Data Processing ?

2. Answer any four questions : 5×4

(a) Explain the merits and demerits of decentralised correspondence in an office.

(b) What is Indexing ? What are the advantages of Indexing ?

(c) What do you mean by VPP and certificate of posting ?

(d) How can visitors be effectively handled ?

(e) Distinguish between horizontal filing and vertical filing.

(f) What are the objectives of office mechanisation ?

3. Answer any one of the following question : 10×1

(a) Describe the steps involved in handling incoming mail. 10

(b) What is the importance of telephone as important secretarial function ? State the rules for the efficient use of the telephone. 6+4