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**SARDAR PATEL UNIVERSITY**  
**B. B. A. (I Semester) Examination**  
**Monday, 25<sup>th</sup> April, 2016**  
**2.30 – 4.30 pm**  
**UM01CBBA04**

**Office Management & Commercial Practices**

**Total Marks: 60**

- Q.1  
 (A) What is Office Management ? Explain the various functions of Office Manager. (08)  
 (B) Explain the concept of modern office and discuss the status of Office manager. (07)

**OR**

- Q.1  
 (A) Discuss the various responsibilities of administrative Office Manager. (08)  
 (B) Write Note on - Scientific Office Management. (07)

- Q.2  
 (A) Why there is need for system in office ? (08)  
 (B) What do you mean by system design, planning and integration ? (07)

**OR**

- Q.2 Write notes on : (15)  
 (i) Record Management.  
 (ii) Use of Computers for data management.  
 (iii) Inward and Outward Correspondence.

- Q.3  
 (A) Give brief idea about Negotiable Instrument. (05)  
 (B) What is electronic banking ? (05)  
 (C) How various types of accounts are operated in banks ? (05)

**OR**

- Q.3 Write notes on :- (15)  
 (i) Dealing with private sector and public sector Banks.  
 (ii) Uses of ATM/Credit/Debit Cards  
 (iii) Writing Cheques/Drafts

- Q.4 Discuss various types and principles of insurance in brief. (15)

**OR**

- Q.4 Write Notes on : (15)  
 (i) PF and Gratuity Management  
 (ii) Settlements of claims  
 (iii) Liasion with managers.

