

POST GRADUATE DIPLOMA IN OFFICE ADMINISTRATION

Paper	Name of paper	Subject type	Total Marks	Min Marks
I	Office services & Fundamentals	Theory	100	40
II	Principles of Management	Theory	100	40
III	Personality Development	Theory	100	40
IV	Scheduling & Fixing of Meetings	Theory	100	40
V	Preservation of Office Records	Theory	100	40
VI	Assignments & Projects	Practical	200	100
VII	Entrepreneurship & Venture Management	Practical	200	100

SECTION-A

OFFICE SERVICES & FUNDAMENTALS

1. Define Fundamentals of Office
2. What are the fundamentals of Microsoft Office
3. Describe Collaboration Solutions in Microsoft

PRINCIPLES OF MANAGEMENT

- DEFINE MANAGEMENT
- BASIC PRINCIPLES OF MANAGEMENT
- NEED OF MANAGEMENT
- HISTORY OF PRINCIPALS OF MANAGEMENT

SECTION-B

PERSONALLITY DEVELOPMENT

1. Communication Skills, English or Local Language
2. Importance of pronunciation early childhood
3. Development of language skills
4. Developmental Characteristics of different age group of Children

SCHEDULING & FIXING OF MEETINGS

- 1. How do effectily schedule a meeting?**
- 2. How do you create a fix Schedule?**
- 3. Unrestricted scheduling of meetings interferes with other work?**
- 4. How to set company-wide expectations for meeting standards?**

PRESERVATION OF OFFICE RECORDS

- 1. Time period of Official records be kept**
- 2. Disposal of records rules,2003**
- 3. Record Retention laws in India**
- 4. Record Rtetention Schedules in RTI files**

SECTION-C

- 1. ASSIGENMENTS & PROJECTS**
- 2. ENTREPRENEURSHIP & VENTURE MANAGEMENT**

ASSIGENMENTS

TOTAL MARKS:-100

Q.1 MCQ's

(M.M-20)

1. Which type of mail requires proof of delivery?

- a) Express post
- b) International post
- c) Key post
- d) Registered post

2. What is the amount owed by a business if it receives 2.5% discount on an invoice for \$3560?

- a) \$89
- b) \$890
- c) \$2471
- d) \$3649

3. The qualities required to be possessed by an office manager are

- a) Education & Training
- b) Leadership
- c) Experience
- d) All of these

4. May be defined as the process of arranging and storing records, so that they could be located, whenever required

- a) Indexing**
- b) Filing**
- c) None of these**
- d) Nothing**

5. In filing, folders, drawers, cabinets and cupboards are required.

- a) Vertical**
- b) Horizontal**
- c) Contralised**
- d) Decentralised**

6. Letters written to customers salesman , agents, supplien and bankers are examples of

- a) Outgoing mail**
- b) Incoming mail**
- c) Neither A nor B**
- d) Either A or B**

7. Need for disposal of records arises due to

- a) Lack of storage space**
- b) Increasing cost of filing & storing records**
- c) Increasing volume of records**
- d) All of the above**

8. FAR stands for

- a) Fixed Assets Register**
- b) Fixed Assets Reacquisition**
- c) Fixed Assets Remark**
- d) None of these**

9. Machine is used to record speech on different media.

- a) Duplicating
- b) Dictating
- c) Telephone answering
- d) none of these

10. The last step in the conduct of a meeting is

- a) Voting
- b) Closing of meeting
- c) Recording the minutes of the meeting
- d) None of the above

Q.2 Fill in the blanks

(M.M-20)

1. A Guillotine is.....
2.is understood to be a place where clerical work is done and all kinds of paper work is done and all kinds of paper work is maintained and dealt with.
3.is responsible for office management.
4. The duties and responsibilities of an office manager are.....
5.ensures whether performance of work in office is as per the schedule.
6. Office layout is important for a business because of.....
7. One of the tool used to perform the function of 'processing of information' is.....
8.filing is suitable for small offices.
9.may be defined as a guide to locate the required file.
10.is a rough copy of communication emanating from a section of a department.

Q.3 Short answer type questions

(M.M-28)

1. What is Office Administration?
2. What is the job of Administration?
3. What are the duties of Administrative Assistant?
4. What are the Administrative skills?
5. What tasks are typical for Office Administratives?
6. What role do Administrative assistants and Executives assistants play?
7. What is the role of a Personal Assistant?

Q.4 Long answer type questions (M.M-32)

1. Who is Office manager? What are the duties of Office managers?
2. Explain about Receptionist?
3. Explain about Virtual Assistant?
4. Explain about Office Assistant?