

Course II
OFFICE MANAGEMENT
Standard XI
PAPER I

OFFICE

Meaning of office – Purpose of office – Functions of office.

MANAGEMENT

Definition – Nature and scope

THE CONCEPT OF OFFICE WORK

Meaning – office information – supplying information of data – processing of data – Retaining of data – Distribution of Data – Characteristics of office work – Growth of office work – The future of the office.

COMMON OFFICE SERVICES

a) Correspondence and Report Writing

Importance – Classifying Letters and Reports – Arrangement of Letter – Speed letter – Form Letters – Form Paragraphs – Format for Reports – Guides for effective business writing – procedures for handling writing work – Typewriters – Producing letters for Duplication process – controlling letter & Report writing – Cost of letter and Reports – Business writing and Management organizing, Better Dictating and Typing practices.

b) Mail and Office Communication Services

Selecting the communicating Means – The communication of Mailing Management of Mail Room – Controlling Main room Operations – Motivating Mail room personnel – telephone - Effective Telephoning - Telegraph – Closed Circuit Television – Inter communication system – Internal Distribution Service – Reception service – Tape and Write Recorders.

c) Duplicating, Calculating and Comparing

Duplicating process – Calculating in the office – calculating by mental and personal basis. Calculating by Machine Basis – The office work of Comparing – Unit Analysis comparative reports – Pegboard and paper strips – Controlling, Organising and Actuating in Duplicating, Calculating and comparing.

d) Filing

Importance and Arrangement – Alphabetical Filing – subject Filing – phonetic filing - Numerical filing – Geographical filing – filing Indexing – filing procedure - filing practices – filing cabinets – Side filing or Lateral cabinets – Reciprocating files – Rotary files – Motorized card files - Visible files – Horizontal cards – Vertical cards – Filing strips – controlling, organizing and actuating in filing.

e) Records Retention

Meaning – Advantages – steps – storage Area – Transfer records – Microfilming - controlling, organizing and actuating in records Retention Programme.

PAPER II

1) Managing Office Work

Consideration of management – Objectives – Types of objectives – Office managerial functions. Planning – organizing – actuating – controlling office management and the basic resources. Definition of office management – common approaches in applying the management process – scientific Office Management Systems and Procedures – Office Management – Artistic office management – conventional office management – office management activities – The challenge of office Management – The office management.

2) Planning and its Application to Office Forms

The meaning of planning – set office objectives, analyse the present situation – Forecast the Environment – Determine alternative, Select the Alternative – Gaining acceptance of selected plans – LR and SR planning Common types of office plans – Planning office forms – functional consideration – physical – considerations.

3) Office Appliances and Machines

Importance – Selection of right machines – selection Factors – Advantages & Disadvantages of office machines – Types of office machines – Typewriter – Duplicating Machines – Accounting calculators – Imprinting Machines (Impression Stamps, Addressing Machine) Punched card Machines, Franking Machine.

4) Office Environment

Environment factors – Decoration – Noise – Lighting – Ventilation – Temperature – Sanitation – Safety Precautions.

5) Office Location and Layout

Factors for Location of an office – Meaning of office. Layout – Principles underlying a good layout – objectives of office layout.

No changes of any kind are suggested in the syllabi of papers of Vocational Courses.