

# **VEER NARMAD SOUTH GUJARAT UNIVERSITY, SURAT.**

**S.Y.B.Com.**

## **OFFICE MANAGEMENT**

**(1997-98)**

### **Paper - 5 : Office Practice -I**

**Unit 1 :** Office - meaning, functions, importance, concept of an organization, centralization Vs decentralization of office services, Principal departments of a modern office - correspondence, typing and duplicating, filing, mailing, general office.

**Unit 2 :** Filing and Indexing : Filing - meaning and importance, essentials of a good filing system, centralised Vs decentralized filing system, methods of filing equipments.

**Unit 3 :** Office Appliances and Machines :

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

**Unit 4 :** Modern office machines :

Photocopier, Computer, Word processor, Scanner - their operation and use in the office set up.

Introduction of computer - importance, history and types of computers, computer hardware and software, computer operation.

Word processor - concept of word processing, reading and editing documents, taking print out, DO's and Don't's in details from application point of view.

Scanner - Introduction of Scanner, its importance and use in offices.

## **Paper 6 - Office Communication**

### **Unit 1 : Mailing Department :**

Meaning and importance of mail, centralization of mail handling of work - its advantages, mail room equipment, 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.

### **Unit 2 : Handling mail :**

Inward Mail - Receiving, Shorting, opening, recording, making, distributing.  
Outward Mail - Folding of letters, preparation of envelopes, sorting scaling, weighting, stamping, entering in letter sent book or peon book. Dispatching rail parcel service, Air mail service, courier service.

### **Unit 3 : Office Correspondence :**

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

### **Unit 4 : Assisting Visitors :**

Office etiquette, effective use of language, preparation of appointment schedules and maintaining visitors diary, furnishing desired information, instructing co-workers.

## **Paper 7 : Typing III**

### **Unit 1 : CARBON MANIFOLDING**

Carbon papers and their kinds carrying out corrections on carbon copies : use of Eraser, erasing shield, white correcting fluid etc. squeezing and spreading, carbon economy.

### **Unit 2 : STENCIL CUTTING AND DUPLICATING**

Techniques of stencil carrying correction of errors on stencil papers - use of correcting fluid, graft methods and use of correcting fluid, graft signatures and lining on stencil paper with the help of stylus pen and backing sheet.

Duplicator - kinds of duplicators taking out copies on duplicators, duplicating ink.

### **Unit 3 : ELECTRIC AND ELECTRONIC TYPEWRITERS**

Importance and use of Electric typewriters, Advantages of Electric typewriter.

### **Unit 4 : CORRESPONDANCE**

- Business
- Official

## **Paper 8 : Shorthand III**

### **Practicals :**

#### **Unit 1 :** Extended use of certain Consonant :

The Aspirate, tick and dot “H” Downward and upward ‘R’, upward ‘sh’  
Compound Consonants, Medical Semi - Circles.

#### **Unit 2 :** Halving and doubling Principle :

Halving - general principles and their exception, use of halving principle in phraseography, doubling - general principles and their exception, use of doubling principle in phraseography.

#### **Unit 3 :** Prefixes, Suffixes, Contractions and Intersections : Prefixes Suffixes - meaning and uses, list of prefixes and suffixes, contractions, general rules and list of contractions.

Intersection - meaning and uses, list of intersection, writing of figures in shorthand.

Note taking techniques and transcription on typewriter.

## **Paper - 8 SHORTHAND**

### **PRACTICALS**

1. Practicing the use of halving and doubling principles, prefixes, and suffixes from text book.
2. Repeated practice of contraction and intersection.
3. Taking dictation of passages for five minutes at a speed of 60 w.p.m. and transcription of the same on typewriter.
4. Taking dictation from tape-recorder.
5. Taking dictation from different voices.
6. Recording class lectures in shorthand.

#### **Unit 1 : Carbon Manifolding**

Taking out copies with the help of carbon papers.

Carrying out corrections on carbon copies, carrying out corrections with squeezing and spreading methods, correction of drafts.

#### **Unit 2 : Stencil Cutting and Duplicating**

Stencil Cutting, carrying out correction on stencil papers with different methods, cyclostyling.

#### **Unit 3 : Electric and Electronic Typewriters**

Practice on above typewriters.

#### **Unit 4 : Correspondence**

Typewriting of Business Letters

Typewriting of Official Letters.

## **Office Practice**

### 1. Filing and Indexing

Practice in filing and indexing - Alphabeticals, Numerically, arranging files subject wise, searching a particular file, transforming of old 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 job.
- Interview letter.
- Appointment letter.
- Letter of enquiry.
- Letter of order.
- Office Notes.
- Office Order.
- Issue of tenders.

### 3. Recording of inward / outward mail.