

## **Office Operations & Office Management**

**Total Marks: 100**

**External Marks: 70**

**Internal Marks: 30**

**Credits: 4**

**Pass Percentage: 40%**

### **Section A**

Unit I: Office and office Management – meaning of office, function of office, primary and administrative functions, importance of office.

Unit II: Relation of office with other departments of business Organization, Concept of paperless office, virtual office, back and front office, open and private office

Unit III: Definition and elements of office management, duties of an Office Manager

Unit IV: Office forms: Meaning and types of forms used in business organization, advantages

### **Section B**

Unit V: Forms controls, objectives, form designing, principles of forms designing and specimens of forms used in office.

Unit VI: Office Record Management: Meaning, importance of record keeping management

Unit VII: Principles of record management and types of records kept in a business organization.

### **Suggested Reading:**

1. Sudhir Andrews, Front Office Management and Operations
2. Judith Read-Smith, Records Management, Published October 14th 1996 by South Western Educational Publishing