

Office Management & Secretarial Practice

Credit: 3

Marks: 100

Weightage - Theory: 50%

Practical: 50%

Course Objectives: To provide basic and hands on understanding of the practices.

Part I – Theory (50 Marks)

Unit I Office and office Management – Meaning, Functions of office- primary and administrative functions, Importance of office. Relation of office with other departments of business Organization. Concept of paperless office, virtual office, back and front office, open and private office. Definition and elements of office management, duties of an Office Manager.

Unit II Filing, Indexing and Office Record Management– Meaning and importance of filing, essential of good filing system, Centralised and decentralised filing system. Office forms– Meaning and types of forms used in business organization, advantages, objectives, principles of forms designing, specimens of forms used in office. Office Record Management – Meaning, importance of record keeping management, principles of record management and types of records kept in a business organization.

Unit III Office Correspondence – Official Letters, Demi-official Letters, Business Letters, Layout (Format) of Business Letters, Types of Official and Business Letters, Report writing, types of reports, Office Manuals – Meaning, need, types of office manuals and steps in preparing of office manuals.

Unit –IV Secretarial Practice and Meetings: Secretary: Meaning of Secretary, Types/Kinds of Secretaries, importance of Secretary, qualifications and qualities of Secretary, duties of Secretary, changing profile of the Secretary. Meetings- Meaning and purpose of meetings, types of meetings, preparation for meetings: Notice, Agenda, Quorum, Role of Chairman, Minutes of meetings, duties of Secretary before, during and after a meeting, additional terms used in meetings.

Unit –V Handling of Mail: Handling of Mail: Meaning of Mail, Need for establishing inward and outward mail routines, Nature of Mail – E mail and Physical Mail, Types of Mail – Inward Mail, Outward Mail and Inter-departmental Mail, Handling of Inward and Outward Mail, Mechanizing of Mail Services, Services provided by Courier Companies

Part II – Practical (50 Marks)

Internship Project/Project Report: 30 Marks

Viva-Voce: 20 Marks

Note: Each student shall undergo Practical Internship of two weeks during the semester in an approved business organisation. The objective of internship is to make the student acquainted with the office working environment. After successful completion of the internship the students will have to submit a training report. It will be evaluated by two examiners (one internal and one external). This report will also be considered while evaluating by examiners during the Viva Voce. Alternatively, if it is not possible to do industrial internship the students will prepare a project report on a topic assigned to him/ her by the College. The project report will be evaluated as above.

Suggested Readings

- “Office Management”, P.K. Ghosh, , Sultan Chand & Sons, New Delhi
- Office Management, R.K. Chopra, Himalaya Publishing House, New Delhi
- Office Management, B.R. Duggal, KitabMahal, New Delhi
- Principles of Office Management, R.C. Bhatia, Lotus Press, Darya Ganj, New Delhi
- Office Organisation and Management, S.P. Arora, Vikas Publishing House

- Administrative Office Management, R.K. Chopra, Himalaya Publishing House, New Delhi