

Office Management (OM)

Paper-I

Theory – 40
Practical - 60

Unit-1 Introduction :-

- Meaning purposes, functions and importance of an Office
- Office Manager : Qualification, functions, duties and responsibilities of an Office Manager

Unit.II. Office Layout & Environment :-

- Principles of layout,
- Types of office i.e. centralised and decentralized office,
- Open closed office,
- Front Office Management,
- Customer relationship and relation with superior/subordinate and Departments of a modern office.

Unit-III. Mailing and arrangement with post office :-

- Types of postal services,
- Mailing different types of letters.
- Electronic mail service,
- File download, save and PDF

Unit.IV. Form designing:

- Principles and facture of form designing.
- Designing different office forms, invoices, receipts and challan etc.

Practical:

- Demonstration of an office set-up.
- Visiting nearest office (Govt. or private)
- Preparation of an ideal Model office layout
- Use of suggestion Box and complaint box
- Maintenance of Data cell and Record Management
- Front office interior management
- Diarying and marking incoming mails
- Sorting numbering and addressing letters
- Sealing, stamping and booking packets for outward mail
- Filling importance forms like TA bills, Indent Form, Requisition slip, Treasury challan, Form of booking, Railway and Flight ticket.
- Maintaining diary and dispatch register

Paper-II

Theory – 40
Practical - 60

Unit-1. Banking Operation :-

- Types of Bank account ,
- Opening of an account,
- Overdraft,
- writing of cheque,
- Crossing a cheque,
- Banker's Cheque, Bank draft withdrawals and deposit in Bank account.
- Debit Card, Credit Card,
- Traveller's cheque, transaction through Automated teller Machine(ATM)
- Core Banking, Net Banking,
- RTGS, NEFT

Unit.II. Human Resource Management :

- Meaning,
- Objectives,
- Importance and
- Functions of Human Resource Management

Unit-III. Office Correspondence :-

- Noting and drafting: Meaning and Importance ,
- Business Correspondence, style, design
- drafting business letters
- Parts of Business letters – Heading inside address, salutation, Body of the letter, complimentary close, signature, enclosure, Post script.

Unit.IV. Government Correspondence :

- Style, design and drafting different types of government letters.
- Fundamentals of computer, UPS, MS Office and internet.
- Selection of career
- Getting ready for employment
- Various sources of service/employment
- Employment Exchange, placement agency, media
- Preparation of C.V.

Practical:

- Opening and operation procedure of different type of Bank account. Operating account through pay in slip and withdrawal form.
- Preparation of Cheque, general and special crossing of cheque. Developing skill on endorsing Cheque.
- Requesting for Bank draft, travellers' cheque and Banker's
- Operation of Debit and credit card
- Visit an ideal office and know about performance appraisal methods and training procedure adopted for skill development of the employees.
- Drafting Letters for commercial and government offices.
- Writing letters in different style and design to Bank, Insurance organization, Agents and Debtors for collection of dues.
- Writing circulars letter, enquiries, reply to enquiries, complaints and claims.
- Basic Computer knowledge and use of MS Office, Internet
- Preparation of C.V. and how to face interview.