

COMMERCE EXAMINATIONS
OFFICE PRACTICE AND PROCEDURE
SENIOR GRADE – I PAPER

July, 2015

{ Time : 2 $\frac{1}{2}$ Hours
Max. Marks : 100

Note : Answer Question No. 8 and any five from the rest.

1. What is Store Ledger ? What are its uses ? Give the form of a Stores Ledger ? 16
 2. What are the labour and time saving appliances used in modern offices ? 16
 3. What is Environment ? How does it effect on human behaviour ? 16
 4. Describe the services endured by the Post and Telegraph Office to the business community. 16
 5. What is the main objective of Indexing ? Explain briefly the various methods of Indexing. 16
 6. State the function of office management. 16
 7.
 - a) What are the functions of the personnel department ?
 - b) Describe the methods followed by the Personnel Department in selecting the employees. 16
 8. Write short notes on any *four* of the following : 4 × 5 = 20
 - a) Electronic Typewriter
 - b) Adjustment Letter
 - c) Job card
 - d) Horizontal filing
 - e) Cash Department
 - f) Accounting and Billing Department.
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