

SRI VENKATESWARA UNIVERSITY

SKILL DEVELOPMENT COURSES

COMMERCE STREAM
FIRST YEAR B.Com. – FIRST SEMESTER

OFFICE SECRETARYSHIP

Under CBCS W.E.F 2020 - 21

Learning Outcomes:

By the successful completion of course, the student will be able to;

- 1. Understand the organizational hierarchy and outlines of functioning*
- 2. Comprehend the role of office secretaryship in a small and medium organization*
- 3. Acquire knowledge on office procedures and interpersonal skills*
- 4. Apply the skills in preparing and presenting notes, letters, statements, reports in different situations.*

Syllabus UNIT I: 06 hrs

Introduction – Organisational structure of a small and medium organization – Types of offices - Kinds of secretaries - The scope of office secretaryship

UNIT II: 10 hrs

The role of an office secretary -Duties and responsibilities- Usage of different devices - Flowchart and office manuals – Coordinating different wings of an office/organisation – Arranging common meetings - Operations of banking and financial services - travel and hospitality management services

UNIT III: 10hrs

Office procedures – Filing– Circulating files - Preparation of notes, circulars, agenda and minutes of meetings – Issue of press notes - Maintenance of files and records - Inventory, office, human resources, financial and confidential - maintaining public relations.

Co curricular Activities: 04 hrs

1. Visit various organizations (Hospitals, Hotels, Hospitality centers)
2. Preparation of appointment letters, dismissal letters, memos, Issue of appreciation/ motivation letters,
3. Releasing of Press notes, notices and circulars
4. Arranging invited lectures from office executives, auditors and managers
5. Assignments, Group discussion, Quiz etc.

Reference books:

1. Rapidex Professional course - PustalMahal Group
2. James Stromen, Kevin Wilson and Jennifer Wauson - American Management Association
3. M.C.Kuchal, Secretarial Practice - S.Chand Publications
4. Charles K.B 1856 Ober - The Association of Secretaryship - Nabu Press
5. Websites on Office secretaryship

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SKILL DEVELOPMENT COURSES COMMERCE STREAM

I SEMESTER

OFFICE SECRETARYSHIP

MODEL PAPER

[Max. Marks: 50]

[Time: 1 1/2 Hours (90 Min.)]

Section – A

[Total: 4 x 5 = 20 Marks]

(Answer any FOUR questions. Each answer carries 5 marks)

1. Write about organizational structure.
2. Define office secretary ship.
3. What are office manuals?
4. What are different wings of organization?
5. What is filing?
6. Issue of press note
7. Write a brief note on arranging common meetings?
8. Define human resources.

Section – B

[Total: 3 X 10 = 30 Marks]

(Answer any THREE questions. Each answer carries 10 marks)

9. Explain the types of offices and scope of office secretary ship.
10. Explain the role, duties and responsibilities of an office secretary.
11. What are the operations of banking and financial services?
12. Write the preparation of notes, circulars, agenda and minutes of meetings.
13. How do you maintain public relations?