

# **OFFICE MANAGEMENT**

## **Skill Based Elective I (Semester IV)**

### **INTRODUCTION TO OFFICE MANAGEMENT**

#### **UNIT I**

Office management – Meaning – Elements of office management – Functions of office management.

#### **UNIT II**

Office organization – Definition, Characteristics and Steps – Types of Organization – Functions of an Office administrator

#### **UNIT III**

Office record management – Importance – Filing essentials –Classification and arrangement of files-Modern methods of filing-Modern filing devices

#### **UNIT IV**

Office Communication – Correspondence and Report writing –Meaning of office communication & mailing

#### **UNIT V**

Form letters –Meaning, Principles, and Factors to be considered in designing office forms – Types of report writing

#### **TEXT BOOKS RECOMMENDED:**

1. Fundamentals of office management – by J.P.Mahajan,
2. OfficeManagement by S.P.Arrora
3. Office Management – R.S.N.Pillai & Bagavathi- S.Chand.

**Skill Based Elective II (Semester V)**  
**OFFICE MANAGEMENT TOOLS**

**UNIT I      Computer Fundamentals**

Computer and Operating system Fundamentals – Components of a computer system –Input and Output devices – Memory Handling –Storage Device    s

**UNIT II      MS -Word**

Introduction to MS-Word and User Utilities – Exploring Template and Formation of Documents – Table handling –Mail Merge and Print Process

**UNIT III     MS – Excel**

Spreadsheet –workbook window –Formatting Cells / Worksheet – Working with Formula, Function and Charts – Filtering data and Printing a Presentation

**UNIT IV     MS – Power Point**

Introduction to MS –Power Point –Creating Templates – Font and color editing – Adding – Multimedia effects – Consolidating using MS-Power Point

**UNIT V      Officer Appliances**

Accounting machine – Addressing machine – Envelope Sealing machine – Franking machine & other modern office gadgets

**TEXT BOOKS RECOMMENDED:**

1. Computer Application in Business –Dr.S.V.Srinivasa Vallabhan, Sultan Chand and Sons, New Delhi
2. MS-Office and Internet by Alexis Leon
3. Computer Application in Business – K.Mohan Kumar, Vijay Nicole imprints Private Limited Dr.S.Rajkumar –Chennai
4. Computer Basics – V.Rajaraman – PHI.
5. Office Management – R.S.N.Pillai & Bagavathi – S.Chand

**Skill Based Elective III (Semester V)**  
**COMMUNICATION AND INTERPERSONAL SKILLS**

**UNIT I      Basic Communication**

Communication – Meaning and Definition – Medium of Communication – Barriers to Communication

**UNIT II      Listening**

Needs and Advantages of Listening – Active – Elements of active listening with reading - coherence of listening with reading and Speaking

**UNIT III     Speaking**

Features of effective speech – Role play-Conversation building –Topic presentation – Group Discussions

**UNIT IV     Reading**

Comprehensive of Technical and Non- Technical Material – Skimming Scanning – inferring Guessing

**UNIT V      Writing**

Writing Effective Sentences – Cohesive writing – Clarity and Conciseness in writing –Resumes and job applications

**TEXT BOOKS RECOMMENDED:**

1. Basic Communication Skills by p.Kiranmani Dutt and Geetha Rajeevan
2. Business Scenarios by Heidi Schuttz Ph.D
3. Business Communication –Asha Kaul – PHI.
4. Business Communication – Sathya Swaroop Debasish & Bhagaban Das – PHI
5. Business Communication – NS Raghunathan & Santhanam – Marghum.