

## OFFICE MANAGEMENT syllabus

Standard XI

PAPER I

### **1.Elementary Book-keeping and Accountancy.**

Definition, objects, importance and utility of book-keeping. The theory and principles of double entry book-keeping and its advantages.

(ii) Accounts - Real, personal, nominal.

(ii) Journal entries with narration -documents supporting entries in book of accounts.

(iv) Ledger-posting from journal to ledger accounts, balancing ledger accounts, debit and credit.

(V) Writing of goods accounts, with entries of closing stock- opening stock, valuation of stock-direct and indirect expenses -expenses and gains on nominal accounts.

(vi) Cash book and subsidiary books- purchase, sales, returns, inward and returns outward books; posting from subsidiary books and cash book to ledger accounts

(vii) Trial Balance, Profit and Loss Account and balance sheet bases on trial balance.

(vii) Preparing trading, and profit and loss account- depreciation, drawings, interest on capital and drawings outstanding and prepaid expenses, incomes accrued due, bad debts, etc.

(ix) Reserve for doubtful debts, reserve for discount on debtors and creditors, preparing trading and profit and loss account with adjustments.

(x) Preparing balance sheet.

(xi) Reconciliation statement- errors and their rectification.

(xii) Bills of exchange - acceptance honouring and dishonouring bills.

### **2. Office**

Meaning of office -Purpose of office -Functions of office.

### **3. Management**

Definition - Nature and scope:

### **4. The concept of Office work**

Meaning- office information - supplying information of data -processing of data - Retaining of data - Distributing of Data -Characteristics of office work - Growth of office work- The future of the office.

### **4. Common Office Services**

### (i) Correspondence and Report Writing

Importance. Classifying Letters and reports Arrangement of Letter - Speed letter -Form Letters- Form Paragraphs - Format for Reports -Guides for effective business writing - procedure for handling writing work - Typewriters- producing Letters by Duplication process -controlling letter and Report writing - Cost of letter and Reports -Business writing and Management organising, Better Dictating and Typing practices.

### (ii) Mail and Office Communicating Services

Selecting the communicative Means - The communication Of Mail Management of Mail Room -Controlling Main room Operations-motivating Mail' room personnel- Telephone - Effective Telephoning- Telegraph-Closed-circuit-Television - Inter communication system -Internal Distribution Service-Reception service - Tape and Write Recorders.

### (iii) Duplicating, Calculating and Comparing

Duplicating processes - Calculating in the office calculating -by mental and personal basis. Calculation by Machine Basis-The office work of Comparing- Unit Analysis comparative reports-Pegboard and paper strips- Controlling, Organising and Actuating in Duplicating, Calculating and comparing.

### (iv) Filing

Importance and Arrangement - Alphabetical Filing – subject Filing-phonetic filing -Numerical Filing-Geographical filing-filing Indexing - filing procedure -filing practices filing cabinets, lateral cabinets Reciprocating files Rotary files - Motorized card files - Visible files – Horizontal cards-vertical cards -filed strips, controlling organising and actuating in filing

### (v) Records Retention

Meaning- advantages -steps-storage area- transfer records-Microfilming-controlling, organising and actuating in retention programme.