

**CLASS - XI**  
**MODERN OFFICE PRACTICE**  
**(COMMERCE GROUP)**

**Time: 3 Hrs**

**Theory: 80 Marks**

**INA : 20 Marks**

**Total: 100 Marks**

**SYLLABUS**

**Rationale**

The main objective of the course in modern office practice is to make the students understand the concepts and principles of office methods and procedures and develop skills in performing office operations. This subject aims at making the students well conversant with the services provided by a modern office and enables them to perform the same using modern methods and equipments.

**PART-1**

- Unit-I** Introduction of Office: Meaning and Evolution of Modern Office, Functions of Office, Place of an Office in a Modern Business Organisation.
- Unit-II** Office Management: Concept of Office Management, Department of a Large Office, Role and Qualities of a Modern Office Manager.
- Unit-III** Automation: Meaning and Relevance of Office Automation.
- Unit-IV** Office Machines:, Types of Machines used in Office with Special Emphasis on use of Computers in Office.
- Unit-V** Hardware and Software (MS-Office-MS Word, MS Excel, MS Power Point and MS Outlook), Types and use of Printers, Scanners, Copiers and other Appliances.
- Unit-VI** Office Communications: Meaning and importance of Effective Communication, Principles of Communication, Channels of Communication, Role of Manager in Effective Communication.
- Unit-VII** Bussiness Letters Writing and E-mail Writing.
- Unit-VIII** Report Writing, Types of Phone Calls, Video Conferencing.
- Unit-IX** Office Record Management: Meaning and Features of Record Management, Filing: Characteristics of a good filing system; Classification of Records for Filing (Alphabetical, Numerical etc.), Modern Methods-Vertical, Horizontal, lateral and suspensions;

Equipment; Types of Files; Filing routine, Disposal of Obsolete Documents.

**Unit-X** Indexing: Importance; Types-Page Index Card Index; Strip Index; Rotary Index, Micro Filing: Merits and Demerits; Types-Roll Film, Fiche, Jackets etc. Meaning of Electronic Filing, Data Storage Management.

**STRUCTURE & DIVISION OF MARKS FOR INTERNAL ASSESSMENT**

1	Practical	15 Marks
2	Book Bank	2 Marks
3	Avarage of Periodic Tests	3 Marks
	Grand Total	(15+2+3) Marks =20Marks

**STRUCTURE OF PRACTICAL QUESTION PAPER**

**Time: 1½ Hours**

**Max. Marks: 15**

1. Practical Note Book **3 marks**
2. Total five questions of 3 marks each will be set out of list prescribed for practical. The students are required to perform three practicals.  
**(3×3) =9 marks**
3. Viva Voce **3 marks**

**Syllabus (Practical)**

List of Practicals

- Practical knowledge regarding basics of computers to be tested.
- Resume Writing
- Application for Vacant Post
- Operation of Scanners and Printers
- Photocopiers, Fax Machines and Other Office Appliances.
- Mail Merge.