

## OFFICE ADMINISTRATION – THEORY

### SCOPE & LIMITATIONS

#### STD : XII (O.M.)

UNIT NO.	NAME OF THE UNIT (TOPIC)	SUB-TOPICS	MARKS :50 Marks Allotted	NO. OF PERIODS
1.	Office Organisation	a) Meaning of Manager b) Functions of Manager c) Duties of Manager in the Workplace d) Meaning of Accountant e) Job Duties of Accountant f) Responsibilities of Accountant in Detail g) Meaning of Superintendent h) Duties of Office Superintendent i) Meaning of Chief Executive Officer j) Duties & Responsibilities of Chief Executive Officer k) Meaning of Cashier l) Job Duties & Responsibilities of Cashier m) Meaning of Office Clerk n) Duties and Task of Office Clerk	9	12
2.	Leadership	a) Meaning and Definition of Leadership b) Qualities Of a good Leader c) Factors Influencing Leadership Styles d) Types of Leadership Styles 1. Autocratic Leadership- Meaning, Advantages & Disadvantages 2. Laissez Faire Leadership - Meaning, Advantages & Disadvantages 3. Participative Leadership- Meaning, Advantages & Disadvantages e) New Styles of Leadership 1. Situational Leadership Style –only meaning 2. Transformational Leadership-only meaning 3. Transactional Leadership-only meaning	7	12

3.	Teamwork	<ul style="list-style-type: none"> <li>a) Meaning of Team &amp; Group</li> <li>b) Difference between Work Group and Team</li> <li>c) Meaning of Team Work</li> <li>d) Importance of Team Work</li> <li>e) Task of the Team Leader</li> <li>f) Four stages of Team Development <ul style="list-style-type: none"> <li>1) Forming-only meaning</li> <li>2) Storming-only meaning</li> <li>3) Norming-only meaning</li> <li>4) Performing-only meaning</li> </ul> </li> <li>g) Qualities of a Ideal Team</li> </ul>	9	13
4.	Sales Letters	<ul style="list-style-type: none"> <li>a) Meaning of Sales Letter</li> <li>b) Importance of Sales Letter in Business</li> <li>c) Meaning of AIDA – Star Chain Hook</li> <li>d) Common sets of appeals by writers of sales letters.</li> <li>e) Purposes of sales letters</li> <li>f) Planning of sales letters-the six stages</li> <li>g) Meaning of Follow-up Sales Letter</li> <li>i) Meaning of Circulars and Multiple Letters.</li> </ul>	5	8
5.	Consumer Guidance Cell	<ul style="list-style-type: none"> <li>a) Types of Grievances</li> <li>b) Meaning of a Consumer</li> <li>c) Procedure for Redressal of Consumer Grievances</li> <li>d) Important Redressal Laws</li> <li>e) Meaning of the Right to Information</li> <li>f) Meaning and Definition of Information</li> <li>g) Procedure for Right to Information Act</li> </ul>	6	9
6.	Interview	<ul style="list-style-type: none"> <li>a) Meaning of Interview</li> <li>b) Types of interview <ul style="list-style-type: none"> <li>1. Telephone interview-only meaning</li> <li>2. Job Promotion interview-only meaning</li> <li>3. Appraisal Interview –only meaning</li> <li>4. Stress Interview – only</li> </ul> </li> </ul>	5	10

7.	Customer Services	<p>meaning</p> <p>5. Panel Interview – only meaning</p> <p>6. Online Interview-only meaning</p> <p>7. Grievance Interview-only meaning</p> <p>8. Exit Interview – only meaning</p> <p>9. Problem Interview –only meaning</p> <p>10. Selection Interview – meaning, four types of selection interview</p> <p>11. Reprimand Interview – only meaning</p> <p>c) Candidates preparation before Interview.</p> <p>a) Definition of a Service</p> <p>b) Categories of Services- Primary, Secondary and Tertiary</p> <p>c) Classification of Tertiary Services</p> <p>d) Definition of Customer Service</p> <p>e) Characteristics of good Customer Service</p> <p>f) Types of Customer Service</p> <p>g) Functions of Customer Services</p> <p>h) Seven essentials to excellent Customer Service</p> <p>i) Skills for excellent Customer Service</p>	9	12
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