SYLLABUS OF

OFFICE SECRETARYSHIP

AS PART OF SKILL DEVELOPMENT COURSES
UNDER CBCS FRAMEWORK WITH EFFECT FROM 2020-21

PROGRAMME: FOUR-YEAR UG HONOURS PROGRAMME
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/organisaton – Arranging common meetings - Operations of banking and financial services - travel and hospitality management services

UNIT III: 10hrs

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
5. Websites on Office secretarship
MODEL QUESTION PAPER FORMAT

Max. Marks: 50 Time: 1 1/2 hrs (90 Minutes)

**SECTION A** (Total: 4x5=20 Marks)

(Answer any four questions. Each answer carries 5 marks
(At least 1 question should be given from each Unit)

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**SECTION B** (Total: 3x10 = 30 Marks)

(Answer any three questions. Each answer carries 10 marks)
(At least 1 question should be given from each Unit)

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