



National Open University of Nigeria
Plot 91, Cadastral Zone, Nnamdi Azikwe Express Way, Jabi- Abuja
Department of Arts & Social Sciences Education

Faculty of Education

2021_2 Examination

Programme: B. Sci (ED)
Course Code: BED 416
Course Title: Office Guidance & Management
Credit Unit: 2 Units
Time Allowed: 2 Hours

Answer question one (1) and any other 2 questions

1a Define the term "Filing" (8 marks)

1b Outline and discuss four basic functions of an office. (10 marks)

1c Explain virtual office and list six of its advantages. (12 marks)

2a List and explain the three types of traditional organizational patterns. (12 marks)

2b Explain the concept of leadership (8 marks)

3a Discuss five processes that determine effective filing system (6 marks)

3b Identify seven points to observe when opening the mail (14 marks)

4a Enumerate six types of domestic postal mail offered by post office (12 marks)

4b Define office in your own words. (3 marks)

4c Discuss expedited mail services. (5 marks)