

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.**  
**(For candidates admitted during the academic year 2008-2009 & thereafter)**

**SUBJECT CODE: CM/MC/OC54**

**B.Com. DEGREE EXAMINATION NOVEMBER 2012**  
**COMMERCE**  
**FIFTH SEMESTER**

**COURSE : MAJOR CORE**  
**PAPER : OFFICE COMMUNICATION**  
**TIME : 3 HOURS**

**MAX. MARKS : 100**

**SECTION – A**

**ANSWER ALL QUESTIONS:**

**(10x3 = 30)**

1. What is the importance of verbal communication?
2. Is silence a means of communication?
3. What is paralanguage?
4. What is a facsimile machine?
5. What is voice mail?
6. What is PABX?
7. List the benefits of mechanizing mail service.
8. Write a note on ePOST.
9. List the benefits of audio-visual aids in meetings.
10. What are the sources of data? What factors contribute to the choice between them?

**SECTION – B**

**ANSWER ANY FIVE QUESTIONS:**

**( 5 x 6 = 30)**

11. What problems prevent students from listening efficiently in a classroom? How can they be overcome?
12. Give a situation in your experience where you would prefer to use i. written ii. Oral communication, with reasons for your choice.
13. State the advantages and limitations of email.
14. Write a note on a) telephones b) cellular phones as communication devices.
15. Explain about the Post Box and Post Bag service provided by the post office.
16. What are the physical arrangements to be made for a meeting?
17. What is a report? Explain the process of preparing and writing reports.

**SECTION – C**

**ANSWER ANY TWO QUESTIONS:**

**(2x20=40)**

18. How can an oral presentation be enhanced by non-verbal methods of communication?
19. Outline the procedure for handling incoming and outgoing mails in an office.
20. Distinguish between routine and special report and describe the qualities of a good report.
21. What are meetings? List the purposes to hold meetings and explain the procedure to arrange for meetings.

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