

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.  
(For candidates admitted during the academic year 2001-2002 & thereafter)

SUBJECT CODE : CM/SC/OC54

**B.Com. DEGREE EXAMINATION NOVEMBER 2007**  
COMMERCE  
FIFTH SEMESTER

COURSE : **SPECIALISATION – CORE**  
PAPER : **OFFICE COMMUNICATION**  
TIME : **3 HOURS**

**MAX. MARKS : 100**

**SECTION – A**

ANSWER ALL QUESTIONS:

( 10 x 3 = 30 )

1. What is a phonogram?
2. Draw up an agenda for an AGM of a company.
3. What is a special report?
4. Write short notes on Franking machine.
5. List out any six keys to effective listening.
6. What is certificate of posting?
7. State the essentials of direct communication.
8. What are audio visula aids?
9. What is tele-conferencing?
10. State any three objectives of an office report.

**SECTION – B**

ANSWER ANY FIVE QUESTIONS:

( 5 x 6 = 30 )

11. Discuss the different uses of internet.
12. Explain the steps in handling out ward mail.
13. Discuss the principles of good reporting.
14. Explain the uses of PABX and e-mail in communications.
15. Discuss the factors to be kept in mind while choosing the venue for a conference.

16. Explain the various methods used in data collection.
17. Discuss the various types of Kinesis in non-verbal communication.

**SECTION – C**

ANSWER ANY TWO QUESTIONS:

( 2 x 20 = 40 )

18. Define communication. Discuss the types of verbal & non-verbal communication.
19. Explain the principles of a good report. Discuss the steps involved in preparation of a report.
20. Discuss the advantages and disadvantages of mechanized mail service.
21. As a member of an organizing committee, explain the steps you would take to organise an international conference.

