

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.
(For candidates admitted during the academic year 2004-2005 & thereafter)

SUBJECT CODE : **CM/SC/OC54**

B.Com. DEGREE EXAMINATION NOVEMBER 2008
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 meant by Kinesics?
2. List any three ancillary services offered by India Post, the Indian postal service.
3. How does a fax machine operate?
4. Write a note on investigative report.
5. How is E-mail useful in communication?
6. What are the different types of verbal communication?
7. Write a note on Speed-post.
8. What is primary data?
9. What is the difference between a seminar and a conference?
10. Write a short note on cellular phones.

SECTION – B

ANSWER ANY FIVE QUESTIONS: (5 x 6 = 30)

11. What are the various mechanized mail services offered through India Post. Discuss their usefulness.
12. Explain the principles of good reporting.
13. Write notes on : a) Internet, b) Voice mail and c) Outward mail.

14. How is incoming mail handled in an office? Describe the various steps in detail.
15. Explain the principles of good reporting.
16. What are the different sources of primary and secondary data. Explain how they are used in reports.
17. Discuss the keys to better listening.

SECTION – C

ANSWER ANY TWO QUESTIONS:

(2 x 20 = 40)

18. Discuss in detail the types and importance of verbal and non-verbal communication.
19. Describe the telephone system, including an EPABX set up, in an office. Explain how the system facilitates communication.
20. Discuss the various steps involved in the preparation of a report. Draft a report on behalf of an office committee on use of fax machines.
21. Explain the importance of preparing reports & discuss the types of report in detail.

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