

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.
(For candidates admitted during the academic year 2011-2012 and thereafter)

SUBJECT CODE: 11CM/MC/OC54

B.Com. DEGREE EXAMINATION NOVEMBER 2015
COMMERCE
FIFTH SEMESTER

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

MAX. MARKS: 100

SECTION – A

ANSWER ALL QUESTIONS:

(10x3 = 30)

1. Define Communication.
2. Mention any four thumb rules of letter writing.
3. Define Teleconferencing.
4. What do you understand by a Seminar?
5. Write a short note on PABX system.
6. Mention any four disadvantages of a Laptop.
7. State any four merits of Fax machines.
8. Write a note on primary data.
9. List out the keys of effective listening.
10. What do you understand by a Routine Report?

SECTION – B

ANSWER ANY FIVE QUESTIONS:

(5 x 6 = 30)

11. Elucidate the different types of Communication.
12. Outline the main and ancillary services of the Indian postal services.
13. Explain the merits of maintaining a good Office Report.
14. Explain the benefits of Mobile Phones in Business.
15. State the benefits of E-mail in Business.
16. Write down the steps involved in preparing a Report.
17. Explain the procedure involved in planning a business meeting.

SECTION – C

ANSWER ANY TWO QUESTIONS:

(2x20 = 40)

18. Explain the steps involved in handling incoming mail.
19. Discuss the different types of verbal and non-verbal communication.
20. Elucidate the guiding principles of a good report.
21. Explain the procedure for recording the proceedings of a Meeting using audio visual aids.
