

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

SUBJECT CODE: CM/MC/OC54

B.Com. DEGREE EXAMINATION NOVEMBER 2010
COMMERCE
FIFTH SEMESTER

COURSE : MAJOR CORE
PAPER : OFFICE COMMUNICATION
TIME : 3 HOURS **MAX. MARKS : 100**

SECTION – A

ANSWER ALL QUESTIONS: (10 x 3 = 30)

1. What is secondary data?
2. List the keys to better listening.
3. What is a lectern?
4. Write a note on Certificate of Posting service offered by India Post.
5. What is a routine report?
6. Name the audio-visual aids used for recording the proceedings of a meeting.
7. What is a SPAM in E-mail communication?
8. What is a franking machine?
9. Expand : WWW ; URL and SMS.
10. What is voice mail?

SECTION – B

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

11. Explain the various applications available in the mobile phone.
12. Describe how a fax machine is used? How is it important to an organization?
13. Describe in detail how incoming mail is handled in an office.
14. Explain the importance of body language in communication.
15. Discuss the factors to be taken into consideration while choosing the venue for an international meeting.
16. Briefly describe any four types of reports.
17. Describe the features and functioning of an EPABX system.

SECTION – C

ANSWER ANY TWO QUESTIONS:

(2 x 20 = 40)

18. What are the various types of communication? Explain their importance.
19. In organizing a conference at regional level, what are the factors that have to be taken into consideration?
20. Explain the purpose and structure of a report preparation. Discuss the guiding principles of good reporting.
21. Write short notes on (a) any three machines used in mail service ; (b) any six services rendered by India Post.

▲▲▲▲▲▲▲▲▲▲▲▲▲▲▲▲