

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 2009**  
COMMERCE  
FIFTH SEMESTER

COURSE : SPECIALISATION  
PAPER : OFFICE COMMUNICATION  
TIME : 3 HOURS  
MAX. MARKS : 100

**SECTION – A**

**ANSWER ALL QUESTIONS: ( 10 x 3 = 30 )**

1. Write a note on Value Payable Post.
2. What is an investigative report?
3. How are the proceedings of a conference / meeting recorded?
4. What is meant by non-verbal communication?
5. Write a note on Kinesics.
6. What is a Franking Machine?
7. In a conference, what are the audio-visual aids generally used?
8. List any four merits of Internet.
9. What are the steps involved in preparing a report?
10. When will Book Post facility be used by a sender?

**SECTION – B**

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

11. What are the principles to be followed in order to be a good listener?
12. How is the fax machine used in an office?
13. What are the different sources of primary and secondary data. Explain how they are used in reports.
14. Describe the various machines used in mailing services.
15. How is outgoing mail handled in an office? Describe the various steps in detail.
16. Describe the structuring of a report. Discuss how the structure might vary depending on the usage.
17. Discuss the importance of communication.

**SECTION – C**

**ANSWER ANY TWO QUESTIONS:**

**( 2 x 20 = 40 )**

18. Define Communication. Discuss the various types of verbal and non-verbal communication.
19. Discuss the various main and ancillary services rendered by India Post, the postal service in India.
20. Write short notes on a) Functions of mobile phone, b) E-mail and c) Telephone system including EPABX.
21. As a student organizer of a national conference on “Retail Management” in your college, describe the steps involved in executing your tasks.

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