

Reg. No. : .....

Name : .....

Second Semester B.Com. Degree Examination, May 2019

First Degree Programme Under CBCSS

Core Course : CO 1241/CC 1241 : BUSINESS COMMUNICATION AND  
OFFICE MANAGEMENT

(Common for Commerce/Commerce with Computer Applications)

(2014 Admn. To 2017 Admn.)

Time : 3 Hours

Max. Marks : 80

SECTION – A

Answer all questions in one or two sentences each. Each question carries 1 mark.

1. What is decoding?
2. What is proxemics?
3. What do you mean by gestural communication?
4. What is WWW?
5. What is virtual office?
6. What is sign language?
7. What is circular letters?
8. What do you mean by Transactional Analysis?
9. What is tele conferencing?
10. What is SMTP?



(10 × 1 = 10 Marks)

P.T.O.

## SECTION – B

Answer not to exceed one paragraph answer **any eight** questions. Each question carries 2 marks.

11. Explain the various skills for an office manager.
12. Explain the kinds of business letters.
13. State the different functions of office management.
14. Communication is a mental process. Discuss.
15. What are the channels of communication?
16. What do you mean by paralanguage?
17. What are the capabilities of internet in communication?
18. Discuss the functions of filing system.
19. State the qualities of effective communication.
20. Explain the principles of communication in management.
21. State the importance of business reports.
22. Explain the advantages of oral communication.



(8 × 2 = 16 Marks)

## SECTION – C

Answer not to exceed 120 words, Answer **any six** questions. Each question carries 4 marks.

23. Differentiate intra personal and inter personal communication.
24. State the advantages and limitations of written communication.
25. Explain the importance of business reports.

26. Explain the functions of office.
27. Discuss different types of indexing.
28. Explain different advantages of filing system.
29. What are the essentials of business letters?
30. Explain internet.
31. Briefly explain the different types of communication.

(6 × 4 = 24 Marks)

SECTION – D

Answer **any two** questions. Each question carries **15** marks.

32. Write a note on ethics in communication
33. Explain resume, its contents and essentials
34. What are the elements of communication process?
35. How can a presentation be made effective?

(2 × 15 = 30 Marks)

