



(Pages : 2)

E – 4462

Reg. No. : .....

Name : .....

**Second Semester B.Com. Degree Examination, August 2018**  
**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. Onwards)**

Time : 3 Hours

Max. Marks : 80

**SECTION – A**

Answer all questions. Each question carries 1 mark.

1. What is meant by office lay out ?
2. Define office.
3. What is meant by oral communication ?
4. What is C.V. ?
5. Define testimony.
6. What is quotation ?
7. What do you mean by business report ?
8. Write any two qualities of an office manager.
9. What is proxemics ?
10. What is kinesics ?



**(10×1=10 Marks)**

**SECTION – B**

Answer any 8 questions. Each question carries 2 marks.

11. What is grapevine communication ?
12. State any two advantages of written communication.
13. What is a circular letter ?

P.T.O.

E – 4462



14. What are visual aids ?
15. What is meant by office management ?
16. Define orientation interview.
17. What are the types of listening ?
18. Define record keeping.
19. What is meant by indexing ?
20. What is post script ?
21. What do you mean by notice ?
22. What are the advantages of good filing system ?

(8×2=16 Marks)

#### SECTION – C

Answer **any 6** questions. **Each** question carries **4** marks.

23. Write any four functions of an office.
24. Explain communication process.
25. What are the principles of record management ?
26. Explain different types of indexing.
27. What are the objectives of office layout ?
28. What is an appointment order ? What are its contents ?
29. Explain transactional analysis.
30. What are different types of reports ?
31. State the essential characteristics of a business letter.



(6×4=24 Marks)

#### SECTION – D

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

32. Define communication. What are the barriers to effective communication ?
33. Define interview. Explain different types of interviews.
34. Explain the importance of office management.
35. Write a complaint letter stating damaged condition of goods. (2×15=30 Marks)