



Reg. No. :

Name :

Second Semester B.Com. Degree Examination, July 2017

First Degree Programme under CBCSS

Core Course : CO 1241/CC 1241

BUSINESS COMMUNICATION AND OFFICE MANAGEMENT

(Common for Commerce/Commerce with Computer Applications)

(2014 Adm. Onwards)

Time : 3 Hours

Max. Marks : 80

SECTION – A

Answer **all** questions. **Each** question carries **1** mark.

1. Who is an office manager ?
2. Write any two life positions according to transactional analysis.
3. What is meant by non verbal communication ?
4. What is rumour ?
5. Define reports.
6. What are form letters ?
7. What are the electronic Medias of communication ?
8. Write any two types of filing system.
9. What is record management ?
10. Define interview.

(10×1=10 Marks)

SECTION – B

Answer **any 8** questions. **Each** question carries **2** marks.

11. What are the benefits of listening ?
12. State any two disadvantages of oral communication.
13. What is group communication ?
14. What is bibliography ?
15. Write any two advantages of office management.



16. What are the contents of a resume ?
17. What are the types of office lay out ?
18. Define communication.
19. What are the essential characteristics of a good filing system ?
20. Mention any four objectives of communication.
21. What do you mean by business letters ?
22. Define office management.

(8×2=16 Marks)

SECTION - C

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

23. Explain any four features of a business report.
24. What are the principles of communication ?
25. What are the advantages of a good office lay out ?
26. Distinguish between formal report and informal report.
27. Discuss 7 Cs of communication.
28. What are the different styles of presentation of business letters ?
29. State the differences between formal and informal communication.
30. Explain the functions of an office manager.
31. What are the ways for overcoming communication barriers ?

(6×4=24 Marks)

SECTION - D

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

32. Define business letter. Explain the lay out of a business letter.
33. Explain different types of communication.
34. Explain the structure of a business report.
35. Write an application letter for an advertised post.

(2×15=30 Marks)
