

(Pages : 3)

G – 4224

Reg. No. : .....

Name : .....

Fourth Semester B.Com. Degree Examination, July 2019

Career Related First Degree Programme Under CBCSS

Core Course V: TT 1441/CX 1441/HM 1441

**BUSINESS COMMUNICATION AND OFFICE MANAGEMENT**

(Common for Commerce and Tourism and Travel Management/Commerce and Tax Procedure and Practice/Commerce and Hotel Management and Catering)

(2014 Adm Onwards)

Time : 3 Hours

Max. Marks : 80

SECTION – A

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

1. What is formal communication?
2. What is mean by open office?
3. What is mean by business enquiry letter?
4. What is mean by group communication?
5. Describe intra-personal communication
6. Define office management.
7. What is mean by encoding?

P.T.O.

8. Describe interview as a communication form
9. Describe the ethics of communication.
10. Who is office manager?

**(10 × 1 = 10 Marks)**

**SECTION – B**

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

11. Explain communication cycle.
12. What is the importance of communication in management?
13. Explain merits of written communication.
14. Differentiate formal and informal communication.
15. What are the drawbacks of oral communication?
16. Mention any four communication skills.
17. What is mean by office layout?
18. Describe the nature of office work.
19. What is transactional analysis?
20. What is mean by filing?
21. Describe different types of filing system.
22. Explain communication networks.

**(8 × 2 = 16 Marks)**

### SECTION – C

Answer any **six** questions. **Each** carries **4** marks.

23. What are the essentials of oral communication?
24. Describe the objectives of written communication.
25. What are the essentials of business letters?
26. What are the functions of office manager?
27. Describe the importance of office.
28. Explain the scope of record management.
29. What are the different types of indexing?
30. what are the principles of effective communication?
31. What is the nature of office work?

**(6 × 4 = 24 Marks)**

### SECTION – D

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

32. What are the duties and qualities of office manager?
33. What are the forms of written communication?
34. What are the principles of effective communication?
35. Explain in detail execution of business orders with examples.

**(2 × 15 = 30 Marks)**