



MAR IVANIOS COLLEGE (AUTONOMOUS)
THIRUVANANTHAPURAM

Reg. No. :.....

Name :.....

Second Semester B.Com. Degree Examination, June 2016

First Degree Programme under CBCSS

Core Course: Commerce – III

AUCO241: Business Communication and Office Management

Time: 3 Hours

Max. Marks: 80

SECTION – A

Answer ALL questions in one or two sentences.

1. What do you mean by salutation ?
2. What do you mean by principle of Conciseness ?
3. What is Pigeon Hole system in filing ?
4. Define an office.
5. What do you mean by Grapevine ?
6. What is transactional analysis ?
7. Define report.
8. What do you mean by office layout ?
9. What is Proxemics ?
10. What is www ?

(10 × 1 = 10 Marks)

SECTION – B

Answer any EIGHT questions, each in a short paragraph not exceeding 50 words.

11. What do you mean by 'You' attitude ?
12. What do you mean by communication network and what are the different patterns used in communication network ?
13. What is indexing ? What are the essentials of good indexing ?
14. What is communication ethics and goals of ethical communication ?

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15. Differentiate between Oral and Written communication.
16. What is business letter and mention any five points about the essentials of a good business letter ?
17. What is short message services and its advantages ?
18. What are the elements of office management ?
19. What are the steps in filing system ?
20. What are the guidelines for effective telephonic conversation ?
21. What are the types of presentation ?
22. What are the functions of internet ?

(8 × 2 = 16 Marks)

SECTION – C

Answer any **SIX** questions, each in a paragraph not exceeding 120 words.

23. What are the qualities of effective letters ?
24. What are the differences between Horizontal and Vertical Filing ?
25. What do you mean by Records Management and what are the principles of records management ?
26. What are the contents of a resume ?
27. What is ego state and what are different types of ego states ?
28. What are the essentials of communication skills ?
29. What are the factors to be considered in planning an office layout ?
30. What is inter personal communication and what are the skills of inter – personal communication ?
31. What are the steps involved in scientific office management ?

(6 × 4 = 24 Marks)

SECTION – D

Answer any **TWO** questions, not exceeding four pages.

32. Define report. Explain the features and types of report.
33. What is communication and what are the barriers to communication ?
34. What are the qualities, duties and functions of an office manager ?
35. What do you mean by interview ? What are the different types of interview ?

(2 × 15 = 30 Marks)

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