

1001

J & K BOARD OF TECHNICAL EDUCATION

ND22MNEP

SEMESTER: 1st
MAX.MARKS: 100
BRANCHES : OMCA

SCHEME: New
TIME ALLOWED: 03 Hrs
SUBJECT: Business Correspondence-I

Section A

Note:- Each question carry two marks

- Q1. Order for goods are placed on seller after quotation is accepted
1. True. 2. False
- Q2. Sales related Enquiry seek information regarding the business practices of enterprise
1. True. 2. False
- Q3. Which of these is mentioned in a letter when an order is placed
1. Age of owner. 2. Mode of payment
3. Health of owner. 4. Nationality of owner
- Q4. Which of these is not type of letter of inquiry
1. General Enquiry. 2. Personal Enquiry
3. Status Enquiry. 4. Sales related Enquiry
- Q5. Channel of communication called the Grapevine
1. Formal. 2. Informal.
3. Horizontal 4. Vertical
- Q6. Where are the details of enclosure mentioned
1. Beginning of letter. 2. Below the signature
3. Right hand side of letter 4. Main body of letter
- Q7. The fault in letter of adjustment should be accepted with.....
1. Grace. 2. Disgrace.
3. Disapprove. 4. Clumsiness
- Q8. An adjustment letter usually follows letter of
1. Enquiry. 2. Application .
3. Complaint . 4. Invitations .
- Q9. Which of these is not used to conclude a business letter
1. Yours faithfully 2. Yours truly
3. Yours sincerely 4. With kind regards
- Q10. Written communication includes
1. Report and form. 2. Interview.
3. Speaking 4. Film

Section B

Note:- Each question carry 05 marks. Do any four

- Q1. Explain importance of correspondence
- Q2. Write short note on inquiry letter.
- Q3. Write and explain parts of letter.
- Q4. Explain style is of letter.
- Q5. What do you understand by letter of credit
- Q6. Write note on letter of status inquiry.
- Q7. What do you understand by cancellation of order
- Q8. Explain quotation.

Section C

Note:- Each question carry 15 marks. Do any four .

- Q1. What do you understand by correspondence and explain its process.
- Q2. Write a letter requesting for quotation for cosmetic items.
- Q3. Draft order letter for stationery needed in office
- Q4. Draft a letter to introduce new partner in the firm
- Q5. Draft a letter for cancellation of already placed order.
- Q6. Draft complaint letter for delivering inferior quality items.
- Q7. Write short note on
 - 1. Catalogues. 2. Letter of introduction
 - 2. Follow up of letter
- Q8. Explain functions of business correspondence every

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Section A

Note:- Each question carry two marks

- Q1. The first step of outgoing mail is *sorting mail*
- Q2. The other name for E office is
- Q3. The office ispoint of organization
- Q4. A virtual office works just like physical office but devoidand
- Q5. *Subordinate*is simply a matter of dividing up the managerial work and assigning specific duties to other members
- Q6. The charge of speed-post depends on
- | | |
|-----------------------|------------------|
| 1. Weight of package | 2. Fixed charge |
| 3. As per post office | 4. None of above |
- Q7. In handling mail, after sealing the mail the next step is
- | | |
|---------------|--------------------|
| 1. Stamp | 2. <i>Dispatch</i> |
| 3. collecting | 4. All of above |
- Q8. Basic function of office ✓
- | | |
|--------------------------|---------------------------|
| 1. Receiving information | 2. Recording information. |
| 3. Both 1 and 2 ✓ | 4. none of above |
- Q9. The full form of OHP
- | | |
|------------------------|---------------------------------|
| 1. Overhead projector. | 2. On head projector |
| 3. Both 1 and 2. | 4. None of above |
- Q10. Office layout aims at
- | |
|--|
| 1. Providing space to <u>all employees</u> |
| 2. <u>Optimum utilization of space</u> ✓ |
| 3. Providing larger open space |
| 4. Providing space |
- Ventilation*

Section B

Note:-Each question carry 05 marks. Do any four

- Q1. *What* importance of office
- Q2. What is the objective of office appliances
- Q3. Explain object of office layout
- Q4. Write short note on registered post.
- Q5. Write steps or procedure for outgoing correspondence.
- Q6. Write short note on office accommodation.

Q7. Describe video conferencing.

Q8. What do you mean by centralization of office.

Section C

Note:- Each question carry 15 marks. Do any four .

Q1. Write function of modern office.

Q2. Explain centralization with merits and demerits.

Q3. Write short note on

1. Scanner
2. Internet facility
3. Wi-Fi system

Q4. Explain advantage and importance of office appliances

Q5. Explain the procedure for handling incoming mail .

Q6. Write short note on

1. Ordinary post
2. Airmail
3. E-mail

Q7. Explain the sections of office.

Q8. Which factor should be kept while selecting office location. Explain