

Q.17 What is official letter?	(CO5)
Q.18 Explain office circular.	(CO5)
Q.19 Explain quotation letters.	(CO3)
Q.20 What is business correspondence?	(CO3)
Q.21 What is letter of credit?	(CO4)
Q.22 Explain written Communication.	(CO1)

No. of Printed Pages : 4
Roll No.

223024

2nd Sem. / OMCA

Subject : Office Correspondence

Time : 3 Hrs.

M.M. : 60

SECTION-A

Note:Multiple choice questions. All questions are compulsory
(6x1=6)

- Q.1 Examples of oral communication is _____ (CO1)
 a) Letter b) E-mail
 c) Telephone d) Fax
- Q.2 Communication is a _____ of facts, ideas, and opinions by two or more persons. (CO1)
 a) Exchange b) Foreign exchange
 c) Control d) understanding
- Q.3 If each line in the inside address is started after leaving a small gap, it is known as _____ (CO3)
 a) Block form b) Correct form
 c) Indented form d) Address form

SECTION-D

Note:Long answer type questions. Attempt any two questions out of three questions. (2x8=16)

- Q.23 Explain the layout of business letter? (CO3)
- Q.24 Explain the process of Communication. (CO1)
- Q.25 Explain official/Govt. correspondence and explain the difference between official correspondence and business correspondence. (CO5)

Q.4 The subject in an official letter is written _____
(CO5)

- a) After salutation
- b) Before salutation
- c) Before body of letter
- d) None of the above

Q.5 Which of the following is the function of commercial bank? (CO4)

- a) Accepting deposits
- b) Granting Loans
- c) Agency Function
- d) All of the above

Q.6 Orders and directives are the examples of _____ (CO5)

- a) Downward communication
- b) Upward communication
- c) Diagonal communication
- d) Horizontal communication

SECTION-B

Note: Objective/ Completion type questions. All questions are compulsory. (6x1=6)

Q.7 Filling is an important part of office record keeping. (True/False) (CO2)

Q.8 Full form of ATM _____ (CO4)

Q.9 Business letter should be concise. (True/False) (CO3)

Q.10 The mode of payment must not be stated in business letter. (True/False) (CO3)

Q.11 Money deposited in bank for a fixed period is known as Fixed Deposit. (True/False) (CO4)

Q.12 A memo is a message in writing sent by one person or department to another within the same organization. (True/False) (CO5)

SECTION-C

Note: Short answer type questions. Attempt any eight questions out of ten questions. (8x4=32)

Q.13 Explain indexing. (CO2)

Q.14 Explain office manual. (CO2)

Q.15 Explain office stationery. (CO2)

Q.16 Explain bank guarantee. (CO4)