

SECTION-D

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

- Q.23 Explain internet communication. (CO1)
- Q.24 Explain Formats/Styles of business letter. (CO3)
- Q.25 Write a letter to the bank to open a Current Account in Bank. (CO4)

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223024

Roll No.

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 Communication is a _____ of facts, ideas, and opinions by two or more persons. (CO1)
- a) Exchange b) Foreign exchange
- c) Control d) understanding
- Q.2 Audio Visual communication combines ____ (CO1)
- a) Auditory only
- b) Visual only
- c) Both auditory & visual
- d) Written
- Q.3 Need for disposal of records arises due to _____. (CO2)
- a) lack of storage space
- b) increasing volume of records
- c) increasing cost of filing and storing records
- d) All of the above

- Q.4 Under which system of Classification, files are maintained in order of time, i.e., according of the year, month and date? (CO2)
- a) Numerical b) Alphabetical
c) Geographical d) Chronological
- Q.5 Which part of the letter consist of an email address, telephone and fax number? (CO3)
- a) Letter head b) Enclosure
c) Salutation d) Signatory
- Q.6 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

SECTION-B

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

- Q.7 Explain the term “Feedback”. (CO1)
- Q.8 Weeding is the act of removing unnecessary files OR documents from the active records.(True/False) (CO2)
- Q.9 The date on the business letter should always be typed out in full. (True/False) (CO3)

- Q.10 What is Salutation? (CO3)
- Q.11 Banking Correspondence should be brief and to the point. (True/False) (CO4)
- Q.12 Notification are the formal announcements intended for the purpose of the information to the general public or to all the concerned persons. (True/False) (CO5)

SECTION-C

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

- Q.13 Write uses of Office correspondence. (CO1)
- Q.14 What are the essentials of a good filing system? (CO2)
- Q.15 What is indexing? Explain its importance. (CO1)
- Q.16 Explain bank guarantee. (CO4)
- Q.17 Explain bank Overdraft. (CO4)
- Q.18 What is memorandum? Explain its features. (CO5)
- Q.19 Explain Demi-Official Letter. (CO5)
- Q.20 Explain the complaint letters. (CO3)
- Q.21 What is business correspondence. (CO3)
- Q.22 Explain Non-Verbal Communication. (CO1)