

- Q.21 Explain Letter of inquiry. (CO3)
Q.22 Explain written communication. (CO1)

SECTION-D

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

- Q.23 Explain the Style/Format of business letter. (CO3)
Q.24 Explain the classification of Filling. (CO2)
Q.25 Explain the process of Communication. (CO1)

(**Note:** Course outcome/CO is for office use only)

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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 Written communication includes _____ (CO1)
a) Reports & forms b) Interviews
c) Film d) Speaking
- Q.2 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
- Q.3 The inside address should be written _____ (CO3)
a) Below the salutation
b) Above the heading
c) Above the salutation
d) Above the date

- Q.4 Under which system of Classification, the files are grouped on country, states, towns or district basis, according to the area of operation? (CO2)
- a) Numerical b) Alphabetical
c) Geographical 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 Give two example of durable stationery. (CO2)

- Q.8 Explain briefly vertical filling. (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 Money deposited in bank for a fixed period is known as Fixed Deposit. (True/False) (CO4)
- Q.12 The language in official letters is polite and friendly. (True/False) (CO5)

SECTION-C

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

- Q.13 Explain retention and weeding out of papers. (CO2)
- Q.14 Write the qualities of good indexing. (CO2)
- Q.15 Explain office stationery. (CO2)
- Q.16 Explain Bank overdraft. (CO4)
- Q.17 Explain bank guarantee. (CO4)
- Q.18 Explain Govt. notification and press release. (CO5)
- Q.19 Explain Official Circular. (CO5)
- Q.20 Explain complain letters. (CO3)