

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)

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 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)