

- No. of Printed Pages : 4
Roll No.

2nd Sem. / OMCA
Subject : Office Correspondence

M.M. : 60

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

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

(2)

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SECTION-B

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

Q.7 Filing 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)

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