

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

No. of Printed Pages : 4
Roll No.

223024

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)

(200)

(4)

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

(1)

223024

- 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)