

SECTION-D

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

Q.23 Explain Office manual. (CO2)

Q.24 What is written communication? What are its advantages? (CO1)

Q.25 What are the functions of a commercial 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 In the communication cycle, the process of retranslation of signals into ideas is called _____. (CO1)

- a) Encoding
- b) Decoding
- c) Response
- d) Feedback

Q.2 Audio Visual communication combines _____. (CO1)

- a) Auditory only
- b) Visual only
- c) Both auditory & visual
- d) Written

Q.3 Name the process of arranging and storing records in neat, orderly and efficient manner so that they can be located easily and quickly when they are required. (CO2)

- a) Indexing
- b) Mailing
- c) Filing
- d) Recording

- 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 Institute that accepts deposits for lending purpose is known as _____ (CO4)
a) Commercial Bank b) Central Bank
c) Government d) Public
- Q.6 Official letter is written on _____ (CO5)
a) Letterhead b) Plain Paper

SECTION-B

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

- Q.7 _____ Communication refers to the number of different ways people can communicate over the world Wide web. (CO1)
- Q.8 Weeding is the act of removing unnecessary files OR documents from the active records. (True/False) (CO2)
- Q.9 The mode of payment must be stated in business letter. (True/False) (CO3)

- Q.10 Explain Post Script. (CO3)
- Q.11 Banking Correspondence should be brief and to the point. (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 briefly the process of communication. (CO1)
- Q.14 What is Scheduling? (CO2)
- Q.15 Explain office stationery. (CO2)
- Q.16 Explain Letter of Credit. (CO4)
- Q.17 Explain bank Overdraft. (CO4)
- Q.18 What is official correspondence? (CO5)
- Q.19 Explain Demi-Official Letter. (CO5)
- Q.20 Explain the Indent form of letter. (CO3)
- Q.21 What is business correspondence. (CO3)
- Q.22 Explain Verbal Communication. (CO1)