

**BUSINESS COMMUNICATION AND OFFICE
MANAGEMENT**

(For those who joined in July 2003 and after)

Time : Three hours

Maximum : 100 marks

SECTION A — (4 × 10 = 40 marks)

Answer any FOUR questions.

Answer to each question should not exceed 100 words.

All questions carry equal marks.

1. State the importance of Business Communication.
2. What are the precautions to be taken in writing order letters?
3. Write a letter complaining wrong supply of goods.
4. Explain the types of application letters.
5. What is an office manual? Explain its advantages.
6. What are the different types of artificial lighting used in a modern office?

7. Write short notes on :
 - (a) Master file
 - (b) Microfilm filing
 - (c) Visible card filing.

8. Briefly describe the merits and demerits of vertical card index.

SECTION B — (3 × 20 = 60 marks)

Answer any THREE questions.

Answer to each question not exceed 3 pages.

All questions carry equal marks.

9. Discuss the principles of good communication.
 10. Write a letter to the Manager, Uma Chemicals, Chennai enquiring about the result of the interview you have attended.
 11. Give a specimen report of a committee.
 12. Explain the merits and demerits of open office.
 13. How noise control ensures good working environment?
 14. Briefly explain the uses of any three labour-saving devices commonly used in a modern office.
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