

**CREDIT BASED SIXTH SEMESTER B.A. DEGREE EXAMINATION APRIL 2010
OFFICE PRACTICE AND MANAGEMENT**

PAPER VIII – OFFICE COMMUNICATION AND CORRESPONDENCE

Time: 3 Hrs

Max. Marks: 105

NOTE: Answer the questions as per the instructions.

SECTION – A

Answer the following:**5x3=15**

1. Write a note on 'Press Report'.
2. "The banker is both a borrower and lender" – Explain.
3. Name the different departments of a government, a businessman is required to communicate with.
4. Distinguish a formal speech from an informal one.
5. What is the importance of mentioning "Reference" in preparing a Resume for a particular post?

SECTION – B

Answer any three of the following:**3x10=30**

6. Distinguish between Routine and Special Reports. Discuss briefly the principles that should be applied in preparing special reports.
7. In the capacity of a bank manager, write a letter to the Head Office recommending a loan to a customer.
8. The parcels have received from the Railway Department are in a broken condition; some of the contents are missing. Draft a letter about it to the station master asking compensation.
9. Explain the characteristics of a good speech. What points should be kept in mind while drafting a speech.
10. Write a letter of appointment to a candidate mentioning the details of the pay scale as well as other terms and conditions of the service.

SECTION – C

Answer any three of the following:**3x20=60**

11. Draft a Report on the need to introduce some incentive schemes to boost the sales of the company.
12. Write a letter to the Editor of a newspaper regarding corruption in public life.
13. Draft the speech of the chairman of Bangalore Toys Corporation Limited in the Fifth Annual General Meeting of shareholders.
14. Prepare your 'Resume' for the post of an accountant in a Limited Company in Mumbai.

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**CREDIT BASED SIXTH SEMESTER B.A. DEGREE EXAMINATION APRIL 2012
OFFICE PRACTICE AND MANAGEMENT**

PAPER VII – OFFICE COMMUNICATION AND CORRESPONDENCE-I

Time: 3 Hrs

Max. Marks: 105

NOTE: Answer the questions as per the instructions.

SECTION – A

Answer the following:**5x3=15**

1. What is meant by Business report?
2. What is a letter of Credit?
3. Why is it desirable to get goods or property insured?
4. Mention at least four important characteristics of good speech.
5. What is the importance of enclosing Bio-data with an application letter?

SECTION – B

Answer any three of the following:**3x10=30**

6. Explain the characteristics of a good report.
7. Write a letter to the Head Office seeking their approval to raise the overdraft limit of a customer.
8. Write a letter to the Post Master enquiring about the non-delivery of a registered cover.
9. How to plan a effective speech?
10. Draft an interview letter for the post of a steno-typist.

SECTION – C

Answer any three of the following:**3x20=60**

11. Draft a committee report for submission to the Board of Directors regarding the market potential of an electronic Department.
12. Write a letter to the Editor of a newspaper expressing your views on the social responsibility of business.
13. Draft a speech by the Secretary of a firm to announce the resignation of a Director.
14. Prepare your 'Resume' for the post of a Secretary of a Public Limited Company.
