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BCMOSVN 202

**Second Semester B.Com. Examination, September 2022
(2021 – 2022 Batch Onwards) (NEP – 2020)**

COMMERCE

**Office Management and Secretarial Practice (DSCC)
Office Communication and Correspondence**

Time : 2 Hours

Max. Marks : 60

SECTION – A

Answer **any five** of the following.

(5×2=10)

1. Define Office Correspondence.
2. Give the meaning of Tender.
3. What is Written Communication ?
4. What is meant by Press Release ?
5. What is Trade Enquiry ?
6. What is Multimodal Communication ?
7. Give any two uses of Canva.
8. What is a duty joining report ?

SECTION – B

Answer **any four** of the following.

(4×5=20)

9. Explain the tools of effective office communication.
10. Explain the different ways of designing presentation in Canva.

P.T.O.



11. Write a note on Job Application.
12. Distinguish between Centralized and Decentralized Correspondence.
13. Explain the different types of communication.
14. Explain any five sources that can give rise to complaint.

SECTION – C

Answer **any two** of the following.

(2×15=30)

15. Explain the parts of a business letter with a structure.
16. Describe the features of Canva.
17. Place an order with School Book Company Ltd., for few text books, novels and magazines. Also mention the method of payment.
18. Draft a complaint letter to Modern Leather Products to replace the damaged bags purchased by them.
