

2019

Major

2nd Semester Examination

**OFFICE MANAGEMENT &
SECRETARIAL PRACTICE**

Paper—C4T

**(Communication and Business
Correspondence)**

Full Marks : 60

Time : 3 Hours

The figures in the margin indicate full marks.

*Candidates are required to give their answers
in their own words as far as practicable.*

1. Answer any ten questions : 10×2=20
- (a) What is 'Business Correspondence' ?
 - (b) What do you mean by Business Communication.
 - (c) Mention two audio-visual tools of communication.
 - (d) What do you mean by Diagonal Communication Network ?
 - (e) What is Feed-back in communication ?

[Turn Over]

- (f) What is layout of business letters ?
- (g) What is non-verbal communication ?
- (h) What is E-mail ?
- (i) What is a Resolution ?
- (j) What do you mean by 'Minutes' of a meeting?
- (k) What is 'Clear Days Notice' ?
- (l) What is a Quotation ?
- (m) What do you mean by Vertical Communication Network ?
- (n) What is Quorum ?
- (o) Mention four methods of overcoming communication barriers.

2. Answer any *four* questions : 4×5

- (a) Distinguish between Oral and Written Communication.
- (b) What are the different forms of External Communication Network ?

- (c) Mention two functions of Business Letters. Discuss the importance of Business Letters.
- (d) What are the remedial measures used to manage barrier to communication ?
- (e) What are the requisites of a valid notice ?
- (f) Distinguish between a 'Circular' and a 'Notice'.

3. Answer any *two* of the following : 2×10

- (a) Draft a letter to your supplier complaining about the inferior quality of goods supplied and claiming suitable remedy.
 - (b) Draft a letter to the Insurance Company intimating loss of goods by fire and asking for suitable claims.
 - (c) Draft an application for the post of Accounts Assistant in ITC Ltd. 34, Chowringhee Road Kolkata-16.
 - (d) Draft the Minutes of the Statutory Meeting of a Public Company.
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