

Total No. of Pages: 1

Register Number:

Name of the Candidate:

6726

M.Com. DEGREE EXAMINATION December 2014

(EDUCATION MANAGEMENT)

(FIRST YEAR)

130/530: COMMUNICATION SKILLS AND OFFICE MANAGEMENT

(NR & OR)

Time: Three hours

Maximum: 100 marks

SECTION-A

Answer any FIVE questions

(5 × 8 = 40)

1. Explain circular with illustration.
2. Describe various parts of letter.
3. What do you mean by body language?
4. Explain the importance of diagrams in communication.
5. Write a note on office layout.
6. Explain the scope of modern office.
7. State the significance of indexing.
8. What do you mean by charts and manuals?

SECTION-B

Answer any THREE questions

(3 × 20 = 60)

9. Describe formal and non-formal letters with illustration.
 10. Explain the essentials of effective communication.
 11. Describe the internal and external communication system in modern office.
 12. Define filing. Explain its types.
 13. Write short note on (a) Duty lists (b) Morale (c) Office forms
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