





2. Answer any eight from the following questions (each within 50 words)

2×8 = 16

- (a) Name the five different methods of filing.
- (b) What is meant by good supervisory efforts of management?
- (c) What is an executive summary?
- (d) Write two advantages of project method.
- (e) State the factors to be considered while giving presentation.
- (f) What do you mean by non-verbal communication?
- (g) What is a noun phrase? Give two examples.
- (h) Punctuate the following :
  - (i) aparna said hello is it international hospital
  - (ii) you enjoyed the film didn't you
- (i) Communication is a sequential process. Discuss briefly.
- (j) What are the two basic kinds of verbs?

3. Answer any five from the following questions: (each within 100 words)

4×5 = 20

- (a) Do you think that letter writing is important? What are the three C's of a letter?
- (b) What is the difference between encoding and decoding?
- (c) Name the various equipments used for filing.
- (d) What, according to you, is the significance of communication?
- (e) Do you think that a Resume Cover Letter is important while applying for a job? Discuss.
- (f) What are the different types of notices?
- (g) How would you issue information to the press?

4. Answer any two from the following questions (each within 250 words)

8×2 = 16

- (a) What do you mean by office management? Write down the different functions of an office.
- (b) What are the different methods or media of communication? How can the barriers to communication be removed?
- (c) Elaborate in detail the format of a business letter.

5. Answer any two from the following questions: (each within 400 words) 10×2 = 20
- (a) Write a press release providing an authorized statement about the policies and activities of an organization you are associated with.
  - (b) Write a project report of an organization following the prescribed format (The project may be in any of these fields : IT, H.R., Finance, Marketing etc.)
  - (c) Prepare a model executive summary for a report.