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Reg. No.....

Name.....

**FIVE YEAR B.Com., LL.B., (HONOURS) DEGREE EXAMINATION
DECEMBER 2025**

First Semester

FC 2—BUSINESS COMMUNICATION AND MANAGEMENT INFORMATION SYSTEM

(2025 Admissions—Regular/2018 to 2024 Admissions—Supplementary)

Time : Three Hours

Maximum : 75 Marks

Part A

*Answer any five questions.
Each question carries 3 marks.*

1. What is non-verbal communication ?
2. Note the points to be considered at time of preparing a Resume.
3. Describe the essentials of a quotation.
4. What do you mean by Power of Attorney ?
5. Narrate the merits of video conferencing.
6. Define Decision-making.

(5 × 3 = 15 marks)

Part B

*Answer any three questions.
Each question carries 10 marks.*

7. Discuss the importance of communication in business.
8. What are the barriers of an effective communication ?
9. Draft an application letter for the post of manager trainee in a travel agency using imaginary name and address.
10. Elucidate the layout of a good business letter.

(3 × 10 = 30 marks)

Turn over

Part C

*Answer any two questions.
Each question carries 15 marks.*

11. Define Management Information System. Bring out the characteristics of MIS.
12. Discuss the impact of IT on communication.
13. Write short notes on :
 - (a) Follow up letters.
 - (b) Group discussion.
 - (c) Email etiquette.
 - (d) Circular letters.
 - (e) Resume.

(2 × 15 = 30 marks)