

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BCom DEGREE EXAMINATION MAY 2024
(Fourth Semester)

Branch – COMMERCE (BUSINESS PROCESS SERVICES)

CAMPUS TO CORPORATE TRANSITION

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (5 x 1 = 5)

1. _____ is considered as “Offshore Outsourcing” if the vendor or subcontractor is located in a different country for instance, in the cause of customer support.
i) BPO ii) POP
iii) MIS iv) BIS
2. _____ is a range of nonverbal signals that we can use to communicate our feelings and intentions.
i) Politeness ii) Body Language
iii) Team Skills iv) Stress Management
3. _____ means to reduce the negative impacts caused by stress and to improve a person's physical and mental well-being.
i) Time Management ii) Stress Management
iii) Personnel Management iv) Human Resource Management
4. Single Strand, Gossip Chain, Probability Chain and Cluster Chain are the types of _____ Communication.
i) Oral ii) Written
iii) Informal iv) Formal
5. Like any work of Literature, _____ may belong to different genres such as satire, romance, comedy, tragedy, realistic plays, fantasy plays and so on.
i) One-act play ii) Multi-act play
iii) Mime iv) Cinema

SECTION - B (15 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 3 = 15)

6. a Bring out an Overview of Corporate Sector.
OR
b What is Corporate Culture?
7. a Narrate the steps of Change Management.
OR
b Show the Significance of Language.
8. a Analyze the importance of Time Management.
OR
b What is Corporate Etiquette?
9. a Narrate the Principles of Effective Communication.
OR
b Describe the rules for Good Writing Skills.
10. a Explain the differences between Formal and Informal Conversation Skills.
OR
b Bring out the elements of Presentation Skills.

SECTION -C (30 Marks)

Answer any **Three** questions

ALL questions carry **EQUAL** Marks

(3 x 10 = 30)

11. Enumerate the Current status of the BPO Industry in India.
12. Elucidate about how do you build internal and external business relationships.
13. Highlight the following: (i) E – mail Etiquette (ii). Meeting Etiquette
14. Discuss the Barriers of Communication.
15. Examine the following: (i) Interview Skills (ii). Social Conversation Skills.

Z-Z-Z

END