

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BCom DEGREE EXAMINATION MAY 2022
(Fourth Semester)

Branch – COMMERCE (BUSINESS PROCESS SERVICES)

CAMPUS TO CORPORATE TRANSITION

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(10 x 1 = 10)

- 1 Classification of Business Processing Outsourcing _____
(i) Captive and Third party (ii) Individual Service Provider
(iii) Group of Service Provider (iv) Third party BPO
- 2 Which of the following provides non-core activities to the clients?
(i) Business Process Outsourcing (ii) Business Process Services
(iii) Customer Support (iv) Telecom
- 3 The practices of a company for which it is accountable in relation to other parties is called _____
(i) Social responsibility (ii) Code of Ethics
(iii) Values (iv) Culture
- 4 Document through which an employee makes a proposal or suggestion _____
(i) Memorandum (ii) Office Circular
(iii) Office Note (iv) Office order
- 5 _____ refers to the requirements and expectations of social and business behavior, practices and conduct that are prescribed by social convention, and a code of ethical behavior among professionals.
(i) Business etiquette (ii) workplace etiquette
(iii) Corporate etiquette (iv) Telephone etiquette
- 6 _____ a discussion involving a number of people who are connected by some shared activity, interest, or quality.
(i) behaviour (ii) attitude
(iii) group discussion (iv) Analytical thinking
- 7 _____ helps you prioritize your tasks so that you ensure you have enough time available to complete every project.
(i) Assertive (ii) competences
(iii) Team skills (iv) Time management
- 8 A presentation is a form of oral communication in which a person shares factual information with an audience that is _____
(i) Large (ii) Small
(iii) Mixed (iv) Specific
- 9 In which of these, more than one candidate is interviewed _____
(i) The behavioural interview (ii) The stress interview
(iii) The group interview (iv) The audition
- 10 _____ is the process of thinking regarding the activities required to achieve a desired goal.
(i) Planning (ii) forecasting
(iii) Decision making (iv) organisation

Cont...

SECTION - B (35 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 7 = 35)

- 11 a) Sketch out overview of BPO.
(OR)
b) Describe the role of Corporate Industry in India.
- 12 a) Summarize the on significance of language.
(OR)
b) State and explain the external relationship in corporate.
- 13 a) Explain the Meeting Etiquette and its importance .
(OR)
b) Bring out the importance of Team Skills.
- 14 a) Narrate the barriers of communication.
(OR)
b) Explain the essentials of effective writing.
- 15 a) Outline on listening comprehension.
(OR)
b) Show the importance of social Conversation skills

SECTION - C (30 Marks)

Answer any THREE Questions

ALL Questions Carry EQUAL Marks (3 x 10 = 30)

- 16 Elucidate the functions of Corporate Industry.
- 17 Highlight the importance of an internal and external relationship in the Corporate Sector.
- 18 Analyse the strategies of effective Interview skills for a freshers also list do's and don'ts in interview.
- 19 Develop the various principles of effective communication .
- 20 Summarize the on presentation skill and draft a simple example.

Z-Z-Z

END