

**SARDAR PATEL UNIVERSITY**  
B.A. (Office Management & Secretarial Practice)  
Semester - 1  
UA01GOMS22 : Office Communication Paper-I  
(Effect from June, 2018)

	Ext	Int
Theory	70	30
<u>Practical</u>	<u>20</u>	<u>10</u>
Total	70	30

Objective : The objective of the course to impart knowledge of Business Communication.

Unit:1 Communication:

Office communication, importance of effective communication in business, objective of communication, communication process, principles of communication, characteristics of a good system of communication, types of communication, barriers to effective communication, mechanical communication.

Unit:2 Need, functions and kinds of Business letters:

Need of a business letters, kinds of business letter, importance of an effective business letter, skills to write and effective business letter, lay-out-physical appearance, mechanical structure of parts of a letter, style of form and punctuation.

Unit:3 Inquires and Replies:

Inquires, replies, offers and quotation, important terms used in offers and quotations.

Unit:4 Computer Components:

Introduction, importance, input and output device, computer software and hardware, importance of internet and use of email, advantages and disadvantages of computerization of office.

**Practical**

Preparing inquiry letter, replies letter, quotation and offer letter, order letter.

Preparing assignment note for letters.

**Reference Books:**

1. Office Management by R.K.Chopra, Himalaya Publication
2. Office Organization and Management and Management by S.P.Arora
3. Modern Business Org. and Management by Y.K.Bhushan, Sultanchand & Sons
4. Essentials of Business Communication by Rajendra Pal, J.S.Korahali
5. Business Correspondence and report writing By R.C.Sharma