

KAMARAJ COLLEGE (Autonomous)

Accredited with A+ Grade by NAAC

(Affiliated to Manonmaniam Sundaranar University, Tirunelveli)

(4 Pages)

Reg. No:.....

Question Code :26E00420

Course Code: 24USCO42/24USBE42/
24USCR42

UG Degree - End Semester Examinations, April 2026
Fourth Semester

B.Com / B.Com Banking and E-Commerce/
B.Com Corporate Secretaryship

Campus to Corporate Transitions

(For those who joined in July 2024 onwards)

Time : 3 Hours

Maximum: 75 Marks

PART - A (10 × 1 = 10 Marks)

Answer ALL Questions

Choose the correct answer :

CO:1 1. Which of the following is an advantage of BPO?

- K:1 (a) Increased cost (b) Time delay
(c) Cost reduction (d) Loss of control

CO:1 2. A corporate organization mainly aims at

- K:2 (a) Social service (b) Profit and growth
(c) Government control (d) Charity

CO:2 3. Professional language in corporate life should be

- K:1 (a) Rude (b) Casual
(c) Polite (d) Emotional

CO:2 4. Good relationships at workplace help in

- K:2 (a) Arguments (b) Teamwork
(c) Delay of work (d) Complaints

CO:3 5. Corporate etiquette refers to

- K:1 (a) Office rules only (b) Professional behavior at
workplace
(c) Personal habits (d) Social media use

- C0:3 6. Email etiquette means
- K:2 (a) Using polite and clear language (b) Sending long mails
(c) Using slang words (d) Sending mails late
- C0:4 7. Reading comprehension tests ability to
- K:1 (a) Read fast only (b) Understand written text
(c) Write essays (d) Memorize passages
- C0:4 8. Effective communication requires
- K:2 (a) Only speaking (b) Only writing
(c) Sending and understanding messages (d) Arguing
- C0:5 9. Which of these is a common mistake in interviews?
- K:1 (a) Maintaining eye contact (b) Dressing neatly
(c) Giving short, unclear answers (d) Smiling politely
- C0:5 10. Which of the following is a one-act play?
- K:2 (a) A long play with many acts (b) Only talking, no actions
(c) A short play with one act (d) A play that is never performed

PART - B (5 X 5 = 25 Marks)

Answer ALL Questions choosing either (a) or (b).

Answer should not exceed 250 words.

- C0:1 11. (a) Identify the benefits of Business Process Outsourcing.

K:3 **(OR)**

(b) Define corporate readiness and explain its importance.

- C0:2 12. (a) Discuss how body language influences professional life.

K:4 **(OR)**

(b) Illustrate the significance of communication and language in the workplace.

CO:3 13. (a) Explain stress management techniques at the workplace.

K:3 (OR)

(b) Identify the importance of time management in professional life.

CO:4 14. (a) Describe communication and illustrate its importance.

K:4 (OR)

(b) Illustrate methods to improve vocabulary effectively.

CO:5 15. (a) Identify the key points to remember when reciting a short story to an audience.

K:3 (OR)

(b) Explain the important tips to succeed in a personal interview.

PART - C (5 X 8 = 40 Marks)

Answer ALL Questions choosing either (a) or (b).

Answer should not exceed 500 words.

CO:1 16. (a) Explain the role of India in the global BPO industry.

K:3 (OR)

(b) Describe the growth of the BPO industry in India.

CO:2 17. (a) Distinguish campus life and corporate life.

K:4 (OR)

(b) Illustrate change management and analyze how employees can adapt to corporate culture.

CO:3 18. (a) Explain corporate etiquette and provide an analysis of its importance in the workplace.

K:4 (OR)

(b) Illustrate professional competencies such as analytical thinking, listening skills and time management.

CO:4 19. (a) Assess the importance of grammar and phonetics in achieving effective communication.

K:5 (OR)

(b) Develop the communication process and explain its various types.

CO:5 20. (a) Elaborate the importance of social conversation skills and
K:6 their role in enhancing both professional and personal life.

(OR)

(b) Develop the steps to prepare for a job interview and strategies to handle difficult questions effectively.