

No. of Printed Pages : 4  
Roll No. ....

183012

**1st Year / OMCA**  
**Subject : Business Correspondence**

Time : 3 Hrs.

M.M. : 60

**SECTION-A**

**Note:** Multiple choice questions. All questions are compulsory (6x1=6)

- Q.1 Which of these is not used to conclude a business letter?  
a) Yours faithfully      b) Yours truly  
c) Yours sincerely
- Q.2 Where are the details of enclosures mentioned?  
a) Beginning of the letter  
b) Below the signature column  
c) Right-hand side of the letter  
d) Main body of the letter
- Q.3 Memo, report, office, circulars, staff news letters, fax etc. are the form of  
a) Non-verbal communication  
b) Written communication  
c) Oral communication  
d) Audio-visual communication

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Q.4 \_\_\_\_\_ are used commonly for issuing instructions to the staff.

- a) Memos
- b) Office notes
- c) Office order
- d) None of these

Q.5 Business letters should be concise.

- a) True
- b) False

Q.6 Which of these must be avoided in business letters?

- a) Polite words
- b) Formal words
- c) Abbreviations
- d) Clear details

### **SECTION-B**

**Note:** Objective/ Completion type questions. All questions are compulsory.  $(6 \times 1 = 6)$

Q.7 Full form of B.C. \_\_\_\_\_

Q.8 What is premium?

Q.9 Notifications means \_\_\_\_\_

Q.10 Purpose of business letters.

Q.11 What is Noting?

Q.12 D.O. Letter.

### **SECTION-C**

**Note:** Short answer type questions. Attempt any eight questions out of ten questions.  $(8 \times 4 = 32)$

Q.13 Why complaints are written?

Q.14 Write the essentials of letter of credit.

Q.15 Write two main situations where seller can refuse to deliver the goods.

Q.16 Why remittance letter are written?

Q.17 What steps you will take for the publicity of business?

Q.18 Define quotations?

Q.19 Define the letter of Introduction?

Q.20 Write a letter to hotel Manager for reservation of two rooms in hotel.

Q.21 Explain the parts of a letter.

Q.22 Write a note on promotional of a product.

### **SECTION-D**

**Note:** Long answer type questions. Attempt any two questions out of three questions.  $(2 \times 8 = 16)$

Q.23 What is circular letter? Draft & circular that you have appointed a new partner.

Q.24 Explain the concept of Catalogue and Quotations?

Q.25 Explain the objectives of Business correspondence.