

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

- 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. (6x1=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. (8x4=32)

- Q.13 Why complaints are written?

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- 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. (2x8=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.

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