

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

183012

1st Year Annual Pattern (Re-app)
Branch : OMCA
Sub.: Business Correspondence

Time : 3 Hrs.

M.M. : 60

SECTION-A

Note: Multiple Choice Questions. All Questions are compulsory. (6x1=6)

- Q.1 Which term below refers to the process of transmitting information from one person or group to another?
- a) Feedback b) Communication
c) Sender d) Receiver
- Q.2 Business letters should be concise.
- a) True b) False
- Q.3 Which of these must be avoided in business letters?
- a) Polite words b) Format words
c) Abbreviations d) Clear details
- Q.4 The mode of payment must be stated in business letters.
- a) True b) False
- Q.5 Which of these must not be mentioned in a business letter?

- a) Information of the quality of the order
 - b) Name of the firm
 - c) The mode of payment
 - d) With regards.
- Q.6 Which of these is not a mode of address for any letter?
- a) To a tradesman b) To a child
 - c) To a firm d) To professional men
- SECTION-B**
- Note:** Objective/Completion type questions. All questions are compulsory. (6x1=6)
- Q.7 Full form of D.O._____.
- Q.8 Where should the name of the firm be mentioned?
- a) Right of the page
 - b) Below the address of the writer
 - c) Above the address of the writer
 - d) On the last page of the letter
- Q.9 Define office correspondence?
- Q.10 What is premium?
- Q.11 Types of cheques.
- Q.12 Special orders means_____.

SECTION-C

- Note:** Short answer type Question. Attempt any Eight questions out of Ten Questions. (8x4=32)
- Q.13 Explain collection letter.
 - Q.14 what is catalogue?
 - Q.15 Define Adjustment letter.
 - Q.16 what do you mean by reference letter?
 - Q.17 What do you know about follow up letters?
 - Q.18 Why business enquiries are made?
 - Q.19 What is the importance of Business Correspondence?
 - Q.20 Explain the parts of letter?
 - Q.21 What is the difference between Promotion and Publicity of product?
 - Q.22 What is Memorandum?

SECTION-D

- Note:** Long answer questions. Attempt any Two question out of Three Question. (2x8=16)
- Q.23 What is D.O. letter? How it is different from official letters.
 - Q.24 Explain the basic formalities which are required for import the goods.
 - Q.25 Write a complain letter to your supplier about the partial delivery of goods you have received.