

- Q.27 Mention the main contents of a letter for reservation in a Hotel.
- Q.28 Explain any five reasons for dishonors of a cheque.
- Q.29 Draft a letter for closing a bank account.
- Q.30 Prepare a specimen of an attice order issued by principal of a School.
- Q.31 State the circumstances in which you send a memo in the Organization.
- Q.32 Draft an agenda for the meeting of Board of directors of ABC Ltd.
- Q.33 What is the importance of “Letter of Introduction” in a business.
- Q.34 Write a letter to Bank manager of ICICI bank for loss of cheque book.
- Q.35 Why letter of introduction is important in a business? Explain.

SECTION-D

Note: Long answer type questions. Attempt any two questions out of three questions. (2x10=20)

- Q.36 Write a letter as a sales head to all the branch Manager of Haryana. State for the promotion of new product in an aggressive manner.
- Q.37 Why do banks require the use of standardized forms for a number of routine transactions?
- Q.38 Write a circular letter regarding the retirement of a partner as well as introduction of a new partner.

No. of Printed Pages : 4

Roll No.

123022

Branch : 2nd Sem

Subject : Business Correspondence

Time : 3 Hrs.

M.M. : 100

SECTION-A

Note: Multiple choice questions. All questions are compulsory (10x1=10)

- Q.1 Tone of claim letter should be:
- | | |
|-------------|-----------------|
| a. Cordial | b. Firm |
| c. Cautions | d. Conciliatory |
- Q.2 Style of Adjustment letter should be:
- | | |
|----------------|-------------|
| a. Descriptive | b. Explicit |
| c. Explanatory | |
- Q.3 Convincing style of letter is related to
- | | |
|-----------------|------------------|
| a. Quotation | b. Credit letter |
| c. Claim letter | |
- Q.4 Collection letter have _____ tone
- | | |
|-------------|-----------------|
| a. Cordial | b. Firm |
| c. Cautions | d. Conciliatory |
- Q.5 A premium paid for specific period of time, it is called
- | | |
|---------------------|----------------------|
| a. Endowment policy | b. Whole life policy |
|---------------------|----------------------|

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- Q.6 A company agreed to cover the risk of payment of premium is called;
 a. Insurer b. Insured
 c. Assurance
- Q.7 _____ is an official list of thing to be done at meeting, is called
 a. Agenda b. Minutes
 c. Notice
- Q.8 Stop payment requires can be made on the basis of
 a. Loss of cheque book
 b. Not satisfied with service
 c. Both A & B d. None
- Q.9 Standing instructions can be given at
 a. Once in a week b. Once in a month
 c. Once in a year d. As and when require
- Q.10 Circular letter is written in the case of
 a. Change of address b. Opening new branches
 c. Both A and B

SECTION-B

Note: Objective type questions. All questions are compulsory. (10x1=10)

- Q.11 The style of a proposal is persuasive like that of sales letter. (T/F)
- Q.12 The main function of a memo is to _____ information

- Q.13 A job application letter is written to sell one's services. (T/F)
- Q.14 A notice of meeting should be sent only to those who are willing. (T/F)
- Q.15 Each business letter has a specific objective. (T/F)
- Q.16 Complaint letter is written by the seller (T/F)
- Q.17 Change of address can be intimated by writing a remittance letter. (T/F)
- Q.18 Agenda is the recording of the proceeding. (T/F)
- Q.19 Quotation letter is written in reply to the enquiry letter. (T/F)
- Q.20 The minute to which a note of Dissent is appended have no value.

SECTION-C

Note: Short answer type questions. Attempt any twelve questions out of fifteen questions. (12x5=60)

- Q.21 Draft a circular letter for change of address.
- Q.22 State the advantages of special offers/discounts.
- Q.23 State any three important contents to be included in Circular letter for retirement of a partner.
- Q.24 Explain the concept of "Trade reference" & its Advantages.
- Q.25 What are the basic formalities requires for export Letter?
- Q.26 Write a letter to a insurance company for inquiring About Claim.