

- Q.17 What is the role of documentation in import and export correspondence?
- Q.18 Write a short note on trade reference letter.
- Q.19 What is the purpose of sending a circular about change of address?
- Q.20 What is difference between letter of credit and letter of introduction?
- Q.21 Write a short note on the procedure to close a bank account.
- Q.22 Explain the difference between a notice and a agenda.

SECTION-D

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

- Q.23 Explain the key differences between an official letter and a demi-official letter with examples.
- Q.24 Describe the sales letter and explain the main features of a good sales letter.
- Q.25 What is a memorandum? How is it different from a letter?

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183012

1st Year / Office Management and Computer Application

Subject : Business Correspondence

Time : 3 Hrs.

M.M. : 60

SECTION-A

Note: Multiple choice questions. All questions are compulsory $(6 \times 1 = 6)$

- Q.1 Which of the following is a primary goal of a sales letter introducing a new product?
- To entertain the reader
 - To inform the government
 - To create awareness and interest in the product
 - To criticize competitors
- Q.2 What is a memo mainly used for?
- External communication
 - Sending payments
 - Internal communication
 - Public advertisement

Q.3 Which of the following can be a reason for dishonor of a cheque?

- a) Bank holiday
- b) Insufficient balance
- c) The account is too old
- d) Customer's mobile number is wrong

Q.4 Appointment request letters should be _____.

- a) Long and confusing
- b) Written in slang
- c) Handwritten only
- d) Short, polite, and clear

Q.5 Which one is NOT a type of insurance letter?

- a) Claim letter
- b) Interview letter
- c) Inquiry about premium
- d) Reply from insurance company

Q.6 Which one is not a part of the meeting documents?

- a) Resume
- b) Notice
- c) Agenda
- d) Minutes

SECTION-B

Note: Objective/ Completion type questions. All questions are compulsory. (6x1=6)

Q.7 Mentioning discounts in a sales letter attracts more customers. (True/False)

Q.8 Claim settlement is done after the verification of documents. (True/False)

Q.9 _____ are short forms used often in official writing. (Abbreviations/ Decorations)

Q.10 Interview request letters are only for government jobs. (True/False)

Q.11 Circulars are written in a _____ tone. (formula/funny)

Q.12 Define Agenda.

SECTION-C

Note: Short answer type questions. Attempt any eight questions out of ten questions. (8x4=32)

Q.13 What is the difference between promotion and discount?

Q.14 Explain the term 'claim settlement'.

Q.15 Describe the term "noting in files" in simple words. Why is it important?

Q.16 Explains the reasons why a cheque may be dishonored.