

- Q.19 Define circulars. Give any 4 reasons of writing these kind of letters?
- Q.20 Explain sales letter and write any 4 importance of sales letter?
- Q.21 What do you mean by Overdraft? How bank issues an overdraft facility.
- Q.22 Write an appointment letter to Mr. Ashok, informing him about his selection & joining on the post of manager.

SECTION-D

Note: Long answer type questions. Attempt any two questions out of three questions. (2x8=16)

- Q.23 Explain the procedure of basic formalities required for import trade.
- Q.24 You are Mr. Abhijeet & want to open a current account in State bank of India, then write a letter to bank regarding opening of a bank account.
- Q.25 What do you mean by insurance letters & claim. How do company settle their claim in case of Fire?

No. of Printed Pages : 4

183012

Roll No.

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 must be avoided in business Letters
- a) Polite words b) Formal words
 - c) Abbreviations d) Clear detail
- Q.2 Which of the following is not an important document in foreign trade:
- a) A check for the value of goods
 - b) a draft
 - c) Bill of Lading
 - d) Letter of Credit
- Q.3 Memo is an example for
- a) Internal Communication
 - b) External Communication
 - c) Lateral Communication
 - d) Written Communication

- Q.4 Where the details of Enclosure 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.5 Downward communication flows from _____ to _____
- a) upper to lower b) Lower to upper
 - c) Diagonal d) Horizontal
- Q.6 Circulars are related to
- a) Opening of new branch
 - b) Retirement of partner
 - c) Change of address
 - d) All of above

SECTION-B

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

- Q.7 A Memo is a document which is sent to customer by post. (T/F)
- Q.8 Communication process is incomplete without _____ (Feedback/Receiver)
- Q.9 The mode of payment must be stated in Business letter. (T/F)

- Q.10 A list of meeting activities in the order is called _____.
- Q.11 What is Claim?
- Q.12 Selling of goods and services from the home country to a foreign country is called _____ (Import/Export)

SECTION-C

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

- Q.13 Write a Letter regarding introduction of a new product in the market?
- Q.14 Write a letter to a bank to request them to cancel to cheques because of loss of cheque book?
- Q.15 Define all 4 terms:
- a) Office Letters b) Demi-official letters
 - c) Endorsement d) Noting in files
- Q.16 What is status enquiry? How to write a status enquiry letter.
- Q.17 What do you mean by dishonored cheques. Write any 4 reasons why the cheques are being dishonoured by banks?
- Q.18 Mention any 4 Difference between Official correspondence & Business correspondence.