

- Q.29 What is partial delivery of goods.
- Q.30 Distinguish between letter of introduction and letter of credit.
- Q.31 What is collection letter? Draft the specimen of collection letter?
- Q.32 Write a letter remittance letter for making the payment of goods.
- Q.33 Explain the special terms used in business letter.
- Q.34 Distinguish between refusal and cancellation of order.
- Q.35 Write a complaint letter for delay in delivery.

SECTION-D

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

- Q.36 Explain the layout of business letter.
- Q.37 Write a complaint letter regarding supply of inferior goods.
- Q.38 Place an order for goods that you need urgently.

No. of Printed Pages : 4

Roll No.

123012

1st Sem / Branch :OMCA
Subject:- Business Correspondence-I

Time : 3Hrs.

M.M. : 100

SECTION-A

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

- Q.1 Examples of oral communication is _____
 a) Letter b) Telephone
 c) E-mail d) Fax
- Q.2 Communication is a _____ of facts, ideas and opinions by two or more persons.
 a) Exchange b) Foreign Exchange
 c) Control d) Understanding
- Q.3 If each line in the inside address is started after leaving a small gap, it is known as _____
 a) Block form b) Correct form
 c) Indented form d) Address form
- Q.4 Informal communication is otherwise known as _____ communication
 a) Grapevine b) Lateral
 c) Visual d) Horizontal
- Q.5 Which of these must be avoided in business letter?
 a) Polite words b) Friendly words
 c) Clear details d) Abbreviations

- Q.6 Orders and directives are the example of _____
a) Downward communication
b) Upward communication
c) Diagonal communication
d) Horizontal communication
- Q.7 Advantage of written communication _____
a) Save time b) Save money
c) Permanent record d) Neat
- Q.8 In the communication cycle, the process of retranslation of signals into ideas is called
a) Encoding b) Decoding
c) Response d) Feedback
- Q.9 Gossip and rumor are part of _____ communication
a) Formal b) Informal
c) Horizontal d) Vertical
- Q.10 Placement of purchase order to supplier of material is _____ communication.
a) Vertical communication
b) Horizontal communication
c) Internal communication
d) External communication

SECTION-B

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

- Q.11 Response of the receiver of letter is called _____

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- Q.12 Letter in the business world is called business communication. (T/F)
- Q.13 Complaint letter is written by the purchaser. (T/F)
- Q.14 Quotation is also known as quote (T/F)
- Q.15 _____ of business letter contain the main message
- Q.16 Collection letter belongs to ____ (Debtors/Creditors)
- Q.17 The letter written by the seller for collection of money for the goods supplied is _____ (recovery letter/complaint letter)
- Q.18 Business letter should be concise. (T/F)
- Q.19 The mode of payment must be stated in business letter. (T/F)
- Q.20 Increase in credit sales increases the problem of collection (T/F)

SECTION-C

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

- Q.21 Explain the importance of business correspondence?
- Q.22 Name the five qualities of good business letter.
- Q.23 Explain Indent form of letter.
- Q.24 Explain letter of credit.
- Q.25 What is quotation?
- Q.26 Explain inquiry letters.
- Q.27 Explain complaint letters.
- Q.28 Explain the process of correspondence

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