

- 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?

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1st Year / OMCA

Subject : Business Correspondence

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

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- Q.4 Where the details of Enclosure mentioned?
- Beginning of the Letter
 - Below the Signature column
 - Right hand side of the letter
 - Main body of the letter
- Q.5 Downward communication flows from _____ to _____
- upper to lower
 - Lower to upper
 - Diagonal
 - Horizontal
- Q.6 Circulars are related to
- Opening of new branch
 - Retirement of partner
 - Change of address
 - 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:
- Office Letters
 - Demi-official letters
 - Endorsement
 - 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.