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Roll No.....

183012

1st Year Annual Pattern (Re-app)

Branch : OMCA

Sub.: Business Correspondence

Time : 3 Hrs.

M.M. : 60

SECTION-A

Note: Multiple Choice Questions. All Questions are compulsory. (6x1=6)

Q.1 Which term below refers to the process of transmitting information from one person or group to another?

- a) Feedback b) Communication
- c) Sender d) Receiver

Q.2 Business letters should be concise.

- a) True b) False

Q.3 Which of these must be avoided in business letters?

- a) Polite words b) Format words
- c) Abbreviations d) Clear details

Q.4 The mode of payment must be stated in business letters.

- a) True b) False

Q.5 Which of these must not be mentioned in a business letter?

- a) Information of the quality of the order
- b) Name of the firm
- c) The mode of payment
- d) With regards.

Q.6 Which of these is not a mode of address for any letter?

- a) To a tradesman b) To a child
- c) To a firm d) To professional men

SECTION-B

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

- Q.7 Full form of D.O. _____.
- Q.8 Where should the name of the firm be mentioned?
- a) Right of the page
 - b) Below the address of the writer
 - c) Above the address of the writer
 - d) On the last page of the letter
- Q.9 Define office correspondence?
- Q.10 What is premium?
- Q.11 Types of cheques.
- Q.12 Special orders means _____.

SECTION-C

Note: Short answer type Question. Attempt any Eight questions out of Ten Questions. (8x4=32)

- Q.13 Explain collection letter.
- Q.14 what is catalogue?
- Q.15 Define Adjustment letter.
- Q.16 what do you mean by reference letter?
- Q.17 What do you know about follow up letters?
- Q.18 Why business enquiries are made?
- Q.19 What is the importance of Business Correspondence?
- Q.20 Explain the parts of letter?
- Q.21 What is the difference between Promotion and Publicity of product?
- Q.22 What is Memorandum?

SECTION-D

Note: Long answer questions. Attempt any Two question out of Three Question. (2x8=16)

- Q.23 What is D.O. letter? How it is different from official letters.
- Q.24 Explain the basic formalities which are required for import the goods.
- Q.25 Write a complain letter to your supplier about the partial delivery of goods you have received.