

No. of Printed Pages : 4  
Roll No. ....

183012

**1st year Branch : Diploma in Office Management &  
Computer Application  
Subject : Business Correspondence**

Time : 3 Hrs.

M.M. : 60

**SECTION-A**

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

- Q.1 Withdrew excess amount from bank account more than deposited is known as \_\_\_\_\_.  
a) Advance                    b) Loan  
c) Overdraft                d) Current account
- Q.2 Which part of the letter consist of an email address, telephone & fax number  
a) Letterhead                b) Enclosure  
c) Salutation                d) Signatory
- Q.3 Types of bank accounts are  
a) Saving Account          b) Current Account  
c) Fixed Deposit            d) All of these
- Q.4 General Insurance relates to the insurance against-  
a) Fire                        b) Theft  
c) Marine                    d) All of these

- Q.5 Circular letters are used to send same information-  
 a) To a lot of people      b) To individual person  
 c) To the govt              d) None of the above
- Q.6 Complaint letter is related to -  
 a) Sales letter              b) Claim letter  
 c) Inquiry letter              d) Persuasive letter

### Section-B

**Note:** Objective type questions. All questions are compulsory.  $(6 \times 1 = 6)$

- Q.7 The date of the business letter should always be typed out in full (True/False).
- Q.8 Bank pass book is issued by insurance company (True/False).
- Q.9 Full form of DO letter is \_\_\_\_\_.
- Q.10 A sales letter aims at reaching the reader to purchase the product (True/False).
- Q.11 Bill of Lading is considered one of the most important documents in export/ import trade (True/False).
- Q.12 Full form of Encl is \_\_\_\_\_.

### Section-C

**Note:** Short answer type Questions. Attempt any eight questions out of ten Questions.  $(8 \times 4 = 32)$

- Q.13 What do you mean by a bank and which kind of facilities are provided by the bank?

- Q.14 Draft a complaint letter.
- Q.15 Explain noting in files.
- Q.16 Write a circular letter about introduction of a partner.
- Q.17 What do you mean by promotion of a product and publicity of business?
- Q.18 Write a letter to the hotel manager for accommodation for two days.
- Q.19 What are the minutes of routing meeting?
- Q.20 Differentiate between a letter of credit and circular letter of credit.
- Q.21 Write a letter to the bank manager for closing of bank account.
- Q.22 Explain the terms-notification and memorandum.

### Section-D

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

- Q.23 Explain the procedure of export trade.
- Q.24 What do you mean by interview? Write a letter regarding requesting for an interview.
- Q.25 Write a letter from the insured to the insurance company informing about the fire and destruction of the building and stock of goods.