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183012

Roll No.

**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. (6x1=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. (8x4=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. (2x8=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.