

Q.25 Write a letter to a bank for current account opening. (CO-6)

No. of Printed Pages : 4

Roll No.

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SECTION-D

Note: Long answer type questions. Attempt any two questions. 8x2=16

Q.26 Define letter of credit explain the complete process of letter of credit by suitable example and diagram. (CO-11)

Q.27 Define sale letter. Write a letter to your potential customer for giving information about the introduction of a new product. (CO-10)

Q.28 What do you understand by dishonor of a cheque? Enlist the factors responsible for dishonor of cheque. (CO-10)

1st year / Office Management & Computer Application

Subject : Business Correspondence

Time : 3 Hrs.

M.M. : 60

SECTION-A

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

(Course Outcome/CO)

Q.1 Business correspondence is mostly happen in _____ (written / verbal). (CO-1)

Q.2 Businesses letter that communication between two companies. (True/False) (CO-2)

Q.3 Letter for placing an order is known as enquiry letter. (True/ False) (CO-4)

Q.4 Get document that can from the sales of an item is called as sales letter (True/False) (CO-7)

Q.5 A letter aimed to inform a group of people is called as circular. (True/False) (CO-8)

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- Q.6 A written document that give notice is known as _____.
- Q.7 In bank's Abbreviations OD stands for _____.
- Q.8 (Agenda / Letter) _____ is a list of matter that need to be discussed. (CO-13)
- Q.9 Memo is a note sent within an organization. (True/False) (CO-9)
- Q.10 Internal and external both communications are required in business. (True / False) (CO-4)

SECTION-B

Note: Very Short answer type questions. Attempt any five parts 5x2=10

- Q.11 Define business correspondence. (CO-1)
- Q.12 What do you mean by enquiry letter? (CO-3)
- Q.13 Describe quotation. (CO-3)
- Q.14 Define remittance letter. (CO-6)
- Q.15 What is the letter of introduction? (CO-6)

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- Q.16 What do you mean by endorsement? (CO-9)
- Q.17 Define notice. (CO-12)

SECTION-C

Note: Short answer type questions. Attempt any six questions. 6x4=24

- Q.18 Discuss the various formats of business letters. (CO-2)
- Q.19 Highlight the special term used in a business letter. (CO-3)
- Q.20 Write a complaint letter for late delivery of previous order. (CO-5)
- Q.21 Draft a specimen sale letter. (CO-7)
- Q.22 Define cheque. Explain it's important in business. (CO-10)
- Q.23 Discuss the name and types of various insurance letters. (CO-12)
- Q.24 Mention the importance of office circular in internal official communication. (CO-8)

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