

- Q.30 Why quotations are called?
Q.31 What is importance of business letter?
Q.32 Explain the quality of good business letter.

SECTION-D

Note: Long answer type questions. Attempt any three questions out of four questions. 3x10=30

- Q.33 What do you understand the term draft in connection with official Correspondence? Explain the essential of a good draft.
Q.34 Write a letter to the supplier of goods complaining about the receipt of a consignment in damaged condition.
Q.35 Give the specimen of the layout of a business letter.
Q.36 Explain the different part of a letter in details.

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1st Sem. / Office Management and Computer Application

Subject : Business Correspondence

Time : 3 Hrs.

M.M. : 100

SECTION-A

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

- Q.1 A written letter to assign orders or place order of goods. (Order letter/Enquiry letter)
Q.2 Overdraft facilities is in which account (Saving A/c Current A/c)
Q.3 Is follow up letter is usually written during the early stages of a relationship. (True/False)
Q.4 The customer inability to supply the ordered goods, it is known as order refusal letter. (True/False)
Q.5 A letter is written to the seller by the buyer raising objections is.. (complaints or claims letter)

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- Q.6 Circulars are also sent to the members of an association giving them some information. (True/False)
- Q.7 Official correspondence define only official works letter. (True/False)
- Q.8 The words Memo used in official letter (True/False)
- Q.9 Full form of D.O. letter.
- Q.10 Memo refers to

SECTION-B

Note:Very short answer type questions. Attempt any ten questions out of twelve questions. 10x2=20

- Q.11 Explain two uses of correspondence.
- Q.12 Explain collection letter?
- Q.13 Describe two types of correspondence?
- Q.14 Explain importance of business correspondence.
- Q.15 Explain Two qualities of business letter.
- Q.16 What is letter of credit.
- Q.17 What is adjustment.

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- Q.18 Define two essentials of letter.
- Q.19 What is refusal of order?
- Q.20 Explain two essentials of letters.
- Q.21 What is order letter.
- Q.22 What is acknowledgment of order?

SECTION-C

Note:Short answer type questions. Attempt any eight questions out of ten questions. 8x5=40

- Q.23 Explain the essential parts of a business letter?
- Q.24 Describe in detail the format / styles of business letter.
- Q.25 Write a letter for enquiring price of plywood.
- Q.26 Write a letter requesting for a price list of M.O.P. Books.
- Q.27 What is Correspondence? Explain its importance.
- Q.28 Explain the meaning and importance of enquiries letter.
- Q.29 What points should be kept in mind while drafting a 'official letter'?

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