

D.C.T's S.S.DEMPO COLLEGE OF COMMERCE AND ECONOMICS

Cujira Educational Complex, Santa Cruz-Goa.

S.Y.BCom Semester-IV End Examination 2017

SUBJECT: BUSINESS COMMUNICATION

Duration: 2 hours

Instructions: 1. All questions are compulsory.

2. Figures to the right indicate full marks.

1. Answer any 3 of the following: (5 marks each)

Marks: 15

- i) List any 5 obligations of public authorities with regard to RTI Act 2005
- ii) List any 5 kinds of information which are exempt from disclosure of information by PIOs under the RTI Act 2005
- iii) Write a note on different types of interviews.
- iv) How should a candidate prepare for an interview?

2. A. Write a letter of application along with your resume in reply to the following advertisement. "Wanted a part time administrative assistant for 'Aakash', an NGO working for the rehabilitation of destitute women. The suitable candidate must be proficient in the use of a computer and MS Office. Candidate should be fluent in English and Hindi. Knowledge of other regional languages will be a plus since the NGO deals with women from across India. Job responsibilities include correspondence, filing, drafting of campaign material and interdepartmental co-ordination."

Marks: 15

OR

2. B. Draft a tender notice on behalf of the Housing Society of Goa asking for builders and contractors to construct a multi-storeyed building. Give the last date for tenders, date of opening for tenders and other appropriate details.

Marks: 15

3. A. You are the head of the NSS group in college. Write a report detailing the activities conducted over the year.

Marks: 13

OR

3. B. Answer the following questions

Marks: 13

- i) Write a notice to the members of your company informing them of the change in date of the annual general meeting (6)

- ii) A student is planning on moving abroad for further education. As Principal of the college write a testimonial for him/her. (7)

4. A. Answer the following questions

Marks: 13

- i) Write a letter to a company that deals in air conditioners requesting a quote to air-condition your office building. (Include details of the building) (7)
- ii) Write a circular letter announcing the launch of your new store. (6)

OR

4. B. On behalf of the residents of your locality draft a representation to the Assistant Commissioner of Police, Traffic, about some traffic hazards such as potholes and electricity poles in the middle of the road

Marks: 13

5. A. Answer the following questions:

Marks: 12

- i) Draft a memorandum to your coworkers informing them of a meeting that will be held to discuss the launch of a new product. (6)
- ii) Write a letter ordering furniture for your new café. (6)

OR

5. B. Answer the following questions:

Marks: 12

- i) Write a letter of complaint to an online shopping store stating your dissatisfaction with the products received. (6)
- ii) Write an appointment letter to Mr. Kamat who has been selected for the post of HR Manager in your company. (6)

6. A. Answer the following questions:

Marks: 12

- i) Draft a sales letter promoting your new cosmetic line. (6)
- ii) Mr. Singh has inquired about the variety of t-shirts, the price list and quotations. Draft a reply making a firm offer for 15 days. (6)

OR

6. B. Answer the following questions:

Marks: 12

- i) Draft a press release announcing that your new restaurant will be launched soon. (6)
- ii) Write a letter of inquiry requesting information about a training course for managers. (6)