

**Goa Vidyaprasarak Mandal's**  
**GOPAL GOVIND POY RAITURCAR COLLEGE OF COMMERCE AND ECONOMICS**  
**PONDA-GOA**  
**B.COM. (SEMESTER-IV) EXAMINATION, APRIL 2016**  
**BUSINESS COMMUNICATION**

Duration: 2 hours

Marks: 80

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Instructions:

- 1) All questions are compulsory, however internal choice is available
- 2) Figures to the right indicate full marks.

Q.1. Answer **any four** of the following questions in not more than 100 words each:  
(4x4=16)

- a) How is a job interview conducted?
- b) Can any information be asked for and obtained under the RTI Act?
- c) What is meant by statutory and non- statutory reports?
- d) How to write a letter of inquiry?
- e) What is meant by trial order?

Q.2. Write short notes on **any four** of the following in not more than 100 words each:  
(4x4=16)

- a) Interview for appraisal
- b) Progress report
- c) A Firm offer
- d) First Appeal
- e) Press Release

Q.3.a) Draft an application in reply to the following advertisement: "Wanted a secretary for a Commercial organization in Panjim. Candidates must be good at communication skills. Preference will be given to candidates having previous experience. Apply with bio-data to Box No.69696 -The Times of India-Panjim-Goa."  
(6)

b) Write a letter of appointment to the above candidate who has been selected to the post of a secretary in your Organisation.  
(6)

**OR**

Q.3.c) Shri.P.R.Madan has given your name as a reference to the company where he has applied for the post of a sales executive. Draft a letter in his favour to the company .  
(6)

d) Draft a memo of warning to be issued to a clerk who frequently makes mistakes in his work.  
(6)

Q.4.a) What is the procedure to be followed to obtain information under the RTI Act?  
(6)

b) As a manager draft a letter to one of your employee who has been promoted to the rank of a senior officer in your company.  
(6)

**OR**

Q.4.c) What right does a citizen have under the RTI Act of 2005?  
(6)

d) You have worked for 20 years in a company. Now you wish to resign as you have some health problems. Draft a letter of resignation to the company.  
(6)

Q.5.a) A committee of lectures is appointed by the principal of your college to submit a Report on the causes of poor attendance and bunking of lectures by students. Draft a committee report showing the causes and recommending measures to improve the attendance.  
(6)

contd....2/-

b) Write a letter of inquiry to the Glassware Manufactures, Mumbai , asking if they can supply six dinner sets of 24 pieces. Ask for a catalogue and other details. (6)

**OR**

Q.5.c) Place an order with the World of Computers – Hyderabad, for 20 Laptops. Specify the time within which delivery is expected and suggest a mode of payment. (6)

d) Write a letter to Manekshaw & Sons – Mumbai ,complaining that they have supplied inferior quality goods. Suggest an immediate compensation. (6)

Q.6.a) As a secretary of Pratibha Housing Society- Ponda, draft a representation to the police department asking for protection from the robbery that are taking place in your area. (6)

b) Draft a sales letter to promote the sale of **any one** of the following: (6)

1) A mobile phone

2) A water filter

**OR**

Q.6.c) As a dealer in electronic products write to Samsung World of Electronics, inviting their quotation for 20 Samsung mobiles of different varieties. (6)

d) Prepare a press release for any one of the following: (6)

1) Appointment of a new managing Director for your company

2) Visit to your organization by a minister

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