

**Goa vidyaprasarak mandal's**  
**GOPAL GOVIND POY RAITURCAR COLLEGE OF COMMERCE**  
**AND ECONOMICS, PONDA-GOA.**  
**B.COM. CBCS (SEMESTER - III) EXAMINATION,**  
**JANUARY 2021**  
**BUSINESS COMMUNICATION II**

Duration: 2 Hours

Marks: 40

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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 ten** of the following questions in not more than 100 words each: (2X10=20)

- 1) Explain the significance of letters of complaint in business world.
- 2) What is competent authority?
- 3) What do you mean by Curriculum Vitae? Enlist and explain the elements of CV.
- 4) When and why Quotations are written?
- 5) What is feasibility report?
- 6) Internet interview
- 7) First appellate authority
- 8) Memorandum
- 9) Press release
- 10) Petition
- 11) An advice note
- 12) A debit note
- 13) A credit Note
- 14) As is where is
- 15) Markings
- 16) D.P.

Q.2. Answer **any four** of the following questions: (5X4=20)

- 1) Describe the procedure to be followed to obtaining information under Right Information Act 2005.
- 2) Draft an application in reply to the following advertisement: "Wanted an Accounts Officer with the knowledge of Tally. Candidates must be good in accounting. Apply with CV to M/s Poy Kane Industries, Poy House, Patto Plaza, Panaji-Goa.
- 3) Shivansh Mahale is a Lower divisional Clerk in your company in Betoda. Now he wishes to join a company in Verna as he has been offered a post of Upper Divisional Clerk. He has been an excellent employee in your company. Draft a warm testimonial.
- 4) As Human Resource Manager, draft a letter to Mahesh Thakoor informing him of the confirmation of his appointment as a junior Microbiologist in Royal Pharmaceuticals Pvt. Ltd.
- 5) What are Interview skills? Explain the impact of gesture, posture, body language, eye contact and facial expression in an interview.
- 6) Place an order with the Shah Distributors, Goa IDC-Mapusa for fifty Britannia biscuits boxes. Specify the expected date, time and condition of delivery and suggest any mode of payment.