

Sample Paper

Note: The question paper is divided into two sections namely section A and Section B. Section A consists of 10 short answer type questions out of which the candidates will be required to attempt any 7 questions carrying 5 marks each. Section B consists of 3 long answer type questions with internal choice. The first two questions of Section B carry 12 marks each and the last carries 11 marks.

SECTION A

Note: Attempt any 7 questions. Each question carries 5 marks.

1. Explain the importance of communication in business.
2. What is the role of empathy in business?
3. What is the block type layout of a business letter?
4. Give the meaning and implications of a casting vote in a company meeting.
5. Distinguish between the resolution and minutes of meetings.
6. Distinguish between quotations and tenders.
7. What precautions should be taken while using trade references for grant of credit?
8. Explain important psychological barriers in communication.
9. What is a special resolution in the case of companies?
10. Under what circumstances a one man meeting can be held as valid under company law?

7x5=35 marks

SECTION B

Note: Attempt all the questions.

11. Discuss the correctness, clarity and consideration as important elements of business communication. Support your answer with examples.

Or

Describe the characteristics of an effective business letter. Describe your answer with reference to a sales letter.

12 marks

12. What is the nature and type of correspondence generally held by a company with its shareholders? Describe the duties of a company secretary in this regard.

Or

What are the important reports that a company has to file with Registrar of Companies? Explain the main purposes and subject matter of such reports.

12 marks

13. What are the broad contents of a purchase order? What precautions should be taken while drafting a purchase order? What should be the tone of a letter intended to cancel a purchase order? Support your answer with examples.

Or

Suppose you are working as an executive in XYZ Cement Company which wants to offer agency for supply of cement in the market. You are asked to draft a standard letter offering the agency to reputed firms. Draft such a letter giving terms and conditions expected of a good offer letter.

11 marks

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SECTION-A

Note: Attempt any 7 questions. Each question carries 5 marks.

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

7x5=35 marks

SECTION-B

Note: Attempt all the questions.

- 11.

Or

12 marks

-2-

12.

Or

12 marks

13.

Or

11 marks