

(i) Printed Pages : 2 Roll No. ....

(ii) Questions : 7 Sub. Code : 

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Exam. Code : 

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**B.A./B.Sc. (General) 6<sup>th</sup> Semester**

**1059**

**FUNCTIONAL ENGLISH**

**Paper—Office Communication for Business**

**Time Allowed : Three Hours]**

**[Maximum Marks : 45**

**Note :—** (1) Attempt **five** questions in all.

(2) All questions carry equal marks.

1. Write a letter to a customer apologising for sending wrong delivery of a mobile phone and assuring him of better services in future. You are the Sales Manager of a mobile company. 9
2. Prepare a survey report for decline in sales of your company products especially domestic appliances. 9
3. Write a notice for a meeting of sales officers of your telecom company to be called. Prepare minutes and Resolution to be passed. 9
4. Write and send CV to a Call Centre Incharge in reference to their advertisement in a newspaper. 9
5. What things should be kept in mind while interacting with your clients on a telephone in response to trade enquiries and in describing your products ? 9

6. Write short notes on any **three** of the following :—

- (1) Difference between products and services.
- (2) Use of graphs, posters etc. in sale of a product
- (3) Business trading
- (4) Customer/Client as the king of the market
- (5) Formal and informal greetings.

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7. Write in (20-30 words each) on the following terms or abbreviations (Any **nine**) :—

- (1) GST
- (2) PPP
- (3) VAT
- (4) Dish TV
- (5) E-Banking
- (6) Clients
- (7) Tariff
- (8) Rent Agreement
- (9) Affidavit
- (10) Mortgage
- (11) Commercials
- (12) Demonitization
- (13) Grapevine.

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