

(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) 6th Semester
(2053)**

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. How can a CV guarantee you an interview chance ? Illustrate with an example.
2. Draft a report worked on by business consultants regarding inefficiency of the staff members in a news agency company.
3. Write a letter to your customer apologizing to him for having failed to keep an appointment.
4. Write dialogues between your financial advisor and you regarding appropriate choice of investments.
5. What is the importance of non-verbal communication in a business setting ?
6. What do you think are the most important skills for chairing a meeting ?

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

- (a) Boom time
- (b) Dividend
- (c) Angel investor
- (d) Bull and bear
- (e) Demonetization
- (f) Corporate social responsibility
- (g) E-commerce
- (h) Liquidity
- (i) Write-off
- (j) Sovereign Bond
- (k) Domino effect
- (l) Bailout
- (m) IPR