

(i) Printed Pages : 2

Roll No.

(ii) Questions : 7

Sub. Code :

0	5	6	6
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Exam. Code :

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**B.A./B.Sc. (General) 6th Semester
(2054)**

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. A month ago Shyam & Co., 35 Bapunagar, Jaipur bought a photocopier from a firm in Delhi. The photocopier does not work satisfactorily. As Secretary of the company write a letter to the Delhi firm giving the details and asking that either it be repaired or replaced at their cost. 9
2. Your company 'Zest' would like to break into a new overseas market with your new range of sports goods. You have been asked by the Managing Director to investigate ways of doing this. Write a report for the Marketing Director. 9
3. Write a notice and agenda to call meeting of Board of Directors for appointment of Managing Director of the company. Prepare minutes of the meeting also. 9

4. Write a CV for the post of counsellor/psychologist at Smart Kids School. 9
5. Why do employers use group discussion as one of the instruments for assessing the suitability of candidates for a job ? 9
6. Write short notes on any three of the following :
- (i) Memos
 - (ii) Barriers in downward communication
 - (iii) Points to be kept in mind for an email.
 - (iv) Market survey
 - (v) Differentiate between product and services. 9
7. Write in (20-30 words each) on the following terms or abbreviations (any nine) :
- (i) Acquisition
 - (ii) CSR
 - (iii) SWOT
 - (iv) Intellectual Property
 - (v) SEO
 - (vi) Moonlighting
 - (vii) B2B and B2C
 - (viii) Oligopoly
 - (ix) Bookkeeping
 - (x) Public Relations
 - (xi) GST
 - (xii) Write off
 - (xiii) Start Up. 9