

2070
B.A./B.Sc. (General) Sixth Semester
Functional English
Paper: Office Communication for Business

Time allowed: 3 Hours

Max. Marks: 45

NOTE: Attempt five questions in all. All questions carry equal marks.

x-x-x

- I. Write a CV for the post of an HR.
- II. Prepare a circular asking all employees to make their performance appraisal for the current financial year.
- III. Outline the importance of reports in the Business World. What are the essentials of a good report?
- IV. Write a sales letter to the automobile customers of Honda who have previously bought vehicles from your location as sales have significantly declined post Covid lockdown.
- V. How will you respond to a negative feedback in your company?
- VI. Write short notes on any three of the following:-
 - a) Persuasive communication
 - b) Formal and Informal Communication
 - c) Fax
 - d) Intercultural issues within a company
 - e) Minutes of the business meetings
- VII. Write in (20-30 words each) on the following terms or abbreviations (Any nine):-
 - a) Quotation
 - b) GST
 - c) Demonitization

(2)

- d) Patent
- e) E-commerce
- f) Business ethics
- g) Affidavit
- h) A/c Payee
- i) Layoff
- j) VAT
- k) Dividend
- l) Interdepartmental Written Communication
- m) Wild Cat Strike

x-x-x