

- Note:**
- 1) Attempt all questions.
 - 2) All question are compulsory.
 - 3) Figures to the right indicate full marks.

Q.1 Workers in a large industry have been asking for a rise in wages and housing accomondation. The management appoints a committee to investigate the merits of the demand. Draft the Committee's report. 15

OR

Q.1 The plastic factory of which you are the manager has badly damaged by fire. Draft a report to your directors, informing them of the accident and your preliminary findings ? 15

Q.2 Draft a letter to promote the sales of one of the following :

- i) Digital watch
- ii) Magazine

Draft a letter to sell one of the following :

- i) an effective pain killing drug.
- ii) an automatic tea vending machine.

15

OR

Q.2 Explain why it becomes necessary for the credit man to send letter in a services requesting payments.
Write a letter to Messers Prabhu & Pai who owe you Rs. 55,980/- for services rendered, when the amount in three months overdue ? 15

Q.3 Draft a letter to Vice-President (finance) requesting him to give a letter of reference as you are applying for the job elsewhere you are a Assistant Manager in the finance department of the company. Prepare a self resume to attach it with same. 15

OR

Q.3 What are the principles of effective Listening and factors affecting listening ?
Write a short notes on SWOT analysis on self . 15

Q.4 Write short notes on any three : 15

- 1) Para-Language.
- 2) Sales and collection letters.
- 3) Types of report.
- 4) Contents of report.
- 5) Fax-Fmail.