



Time: 2hrs.30 mins

Marks: 75

arks	
arks	
	(8)
ne Indented and block styles.	
tive is known as an	_letter.
l barrier in communication.	
barrier in communication.	
barrier in communication.	
COLUMN B	
A. contain subject matter.B. help sender or receiver in filing.C. documents send along with the letter	odk silyW 8
D. announces purpose of the letter	
E.has legal significance.F. introduces sender to the reader.G. greeting to the addressee.	
	red by the (15)
	column B A. contain subject matter. B. help sender or receiver in filing. C. documents send along with the letter D. announces purpose of the letter E.has legal significance. F. introduces sender to the reader.

Q.2 b) Discuss the meaning of barrier to communication in corporate world and elaborate in detail on Cultural barrier. (15)

OP3ADE

Q.3 a) Explain any three errors conducted by interviewer in interview procedu	ire. (07)
b) Elaborate on email etiquettes required for effective organizational commun	ication. (08)
OR	
Q.3 a) Elaborate on the ways to overcome physical barriers to communication	. (07)
b) Explain the utility of White boards and flipcharts as presentation tools.	(08)
Q.4 a) As a Manager of Happy Holidays Pvt .Ltd; write a reply to an enquir tour of students. Elaborate on facilities provided in the Student Group tour pace mode, discounts etc.	
b) As a retailer, write a letter of complaint to a fountain pen manufacturer who defective pens. Explain how several of customers have been annoyed by the lealso ask for compensation.	
OR	
Q.4 a) Inspite of repeated reminders M/s Joysons&Associates have not paid anyour company. Draft a final letter of collection to them.	n amount due to (07)
b) Draft a Sales letter promoting a Cultural festival organized by your College	e. (08)
Q.5 Write Short notes (Any 3 out of 5)	(15)
 Dos and Don'ts of Presentation Business letters 	
3. Guidelines for writing inquiry letter4. Presentation skills	

5. Group discussion