



- N. B. :**
1. All questions are compulsory.
 2. Figures to the right indicate full marks.

Q.1 Write short notes on Any TWO.

(8)

1. Exit Interview
2. Advantages of group communication.
3. The role of participants in the meetings.
4. Difference between a conference and a committee.

Q.2 A. How does the Public Relations Department develop and maintain internal public relations.

(8)

OR

- B.** What are interviews ? How does an interviewer and an interviewee prepare for an interview.

Q.3. Draft the Notice, Agenda and two resolutions of the first Board Meeting of the Solar Electronics Ltd.

(8)

Q.4 Draft Any THREE letters :

(18)

1. You purchased a collection of DVDs from Sony Entertainment at a total cost Rs. 3000/- which have turned out to be blank. Draft a complaint letter.
2. Draft a sales letter to promote the sale of a new 'Digital Camera.'
3. Write a letter to the District Forum about the brand new laptop that you have bought which has turned out to be defective piece. Explain how you have failed to get your complaint redressed inspite of several letters.
4. Draft RTI query for the following situation :-
Your application for a housing loan is not processed despite you having completed all the formalities.

Q.5 1. You are the manager of a plastic factory which has been 'damaged by fire. Draft a report to your directors informing them of the accident and your preliminary findings.

(8)

OR

2. Draft a committee report on 'Increasing dirt in public places in Mumbai.'

(8)
