

LM3 ADD**TIME : 2 Hrs.****MARKS : 60**

- Q.1. Discuss the responsibilities of an interviewer and also explain the errors that can happen while assessing a candidate in an interview scenario. (15)

OR

- Q.1. Discuss the physical and psychological barriers to communication and ways to overcome them. (15)
- Q.2. Explain the concept of interview along with the WASP method and discuss any 3 types of interview. (15)

OR

- Q.2. Non-verbal communication supplements verbal communication. Explain with examples. (15)
- Q.3. a) Draft a collection letter to Messers Mehta and Co., firmly requesting payment of Rs. 25,000, for goods purchased from you, 6 months ago. Make it clear that unless the bill is paid within a week, legal action would be taken. (7)
- b) As the Manager of Paradise Home developers you had placed an order of 100 tins of green paint from Deluxe paints Pvt. Ltd. They have sent you shade of blue. Write them a letter asking them to rectify this mistake. (8)

OR

- Q.3. a) Draft a letter to Godrej Boyce and Co. asking for information about their new office furniture range for your office. Give detailed specifications of your requirements. (7)
- b) Draft a sales letter promoting greeting cards made by physically challenged children (8)
- Q.4. Write short notes : (15)
- (i) Tips for Resume writing
- (ii) Use of unfamiliar Language and Idiom.
- (iii) Inspection report

OR

- Q.4. Write short notes : (15)
- (i) Oral Presentation
- (ii) Language in a business letter
- (iii) Importance of voice