

FY(BI)

(Lib)

7/3/13

Eff. Commu<sup>n</sup> - 2

LM3 ABA

TIME : 2 Hrs.

MARKS : 60

Instructions to candidates :-

- 1) All questions are compulsory.
- 2) Figures to the right indicate marks.

- Q.1. a) Draft a letter of Appointment for the post of sales Executive to Mr. Ram Sharma. (Use full block form) (7)
- b) Write a letter of Promotion to Ms. Rita Roy, who has been promoted to the post of HR Manager. (Use indented form) (8)

OR

- Q.1. a) As a senior Manager, draft a confirmation letter to Mr. Arun Joshi who has successfully completed his probation period. (Use Full Block form) (7)
- b) Mr. Uttam Kumar have worked for 10 years in a company. Now he wish to resign on grounds of health. Draft a resignation letter. (Use Indented form) (8)

- Q.2. a) Draft an inquiry letter to Prakash and Sons, asking for information about their electricity saving tubelights and bulbs. Ask them to provide quotation and related literature with it. (Use modified block form) (7)
- b) Write a letter to MTNL, complaining that you have received a bill for an exorbitantly large amount, and that you have reason to believe that the telephone line of your office is being misused on holidays and at night. (Use indented form) (8)

OR

- Q.2. a) Mr. Rajiv Naik wishes to insure his newly purchased residential property. draft the letter he would write to the insurance company. (7)  
(Use Modified Block form)

- b) Draft a letter to your bank instructing them to make payments towards your electricity bill every month. (Use Full Block form) (8)

- Q.3. Explain the concept of Public Relations and methods employed by the Public Relations Department to create good internal and external public Relations. (15)

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Q. 3. The success of a meeting depends on the chairperson and participants. Discuss the role of chairperson and Participants along with reference of Electronic Meetings in present times. (15)

Q. 4. Write short notes : (15)  
i) Visual aids  
ii) Agenda  
iii) Individual Report

OR

Q. 4. Wrote short notes : (15)  
i) Summarisation  
ii) Gestures  
iii) Notice



b) Mr. Uttam Kumar have worked for 10 years in a company. Now he wish to resign on grounds of health. Draft a resignation letter. (Use indented form) (8)

Q. 2. a) Draft an industry letter to Prakash and Sons, asking for information about their electricity saving tublights and bulbs. Ask them to provide quotation and related literature with it. (Use modified block form) (7)

b) Write a letter to MTNL, complaining that you have received a bill for an exorbitantly large amount, and that you have reason to believe that the telephone line of your office is being misused on holidays and at night. (Use indented form) (8)

OR

Q. 2. a) Mr. Rajiv Naik wishes to insure his newly purchased residential property. Draft the letter he would write to the insurance company. (Use Modified Block form) (7)

b) Draft a letter to your bank instructing them to make payments towards your electricity bill every month. (Use Full Block form) (8)

Q. 3. Explain the concept of Public Relations and methods employed by the Public Relations Department to create good internal and external public Relations. (15)