

**THE C.E.S COLLEGE OF ARTS & COMMERCE, CUNCOLIM- SALCETE GOA**  
**S.Y. B.com IV Semester End Examination (old course) April / , 2019**

**Subject: English**

**Title of the paper: Business Communication**

**Duration: 2 Hours**

**Marks: 80**

**Date: 18/04/2019**

**Instructions:**

**Figures to the right indicate marks.**

**All questions are compulsory, internal choice is available.**

**Q.I.**

**Answer any one of the following:**

**(16 Marks)**

- a) Evaluate the Social relevance of RTI
- b) Elucidate the nature and function of RTI.
- c) What information is exempted under section 8(1) of the RTI Act?

**Q.II.**

a) Write a note on the different types of reports and explain the qualities of a good report.

**OR**

**(16 Marks)**

b) The Orient Trading Company Mumbai has shown a decline in business during the last six months due to the frequent threats to strike work by its employees. This has also affected the efficiency level of the workers who are demanding higher wages and better working conditions such as canteen and recreation room facilities. A committee is appointed to look into the matter and suggest/recommend measures to resolve the issue. On behalf of the Committee draft a report to be submitted to Chairman.

**Q.III.**

a) The Times of India, dated 30<sup>th</sup> March has advertised vacancies for the position of a stenotypist. You are Ms.Seema Fernandes/Mr. Sam Fernandes from Cuncolim Salcete Goa. Draft an application addressed to: The Advertiser, Post Bag No.123. Prepare a C.V to be attached to the letter.

**(12 Marks)**

**OR**

b) How would you prepare for a job interview? Discuss briefly any two type of job related interviews.

**Q.IV**

a) Write a letter of promotion for an office clerk you have employed.

**(12 Marks)**

**OR**

- b) Draft a memo to warn an employee for remaining absent without intimating the office.

**Q.V.**

- a) Write a Sales letter to promote the sale of a 'Smart Phone' **(12 Marks)**

**OR**

- b) As the Proprietor of Unique Stationery, Cuncolim Goa, write a letter to the Sales Manager, Gee-flow Fountain Pen Manufacturers, Mumbai, India, who has sent you 500 pens, many of which are found to be leaking when used. Explain how several of your customers have been annoyed by the leaking pens and that you have stopped selling them. Inform that you intend to send the consignment back and ask for a suitable adjustment.

**Q.VI.**

- a) On behalf of the Cuncolim Citizens Civic Forum, draft a Representation addressed to the Chairperson, Cuncolim Municipal Council, regarding garbage strewn all along the road leading to the college **(12 Marks)**

**OR**

- b) Your Company has launched a new laptop specially designed for College Students. Write a press release for the same.