

S.No: 256 BATCH: 87 - 2017

Reg. No.:

END OF SEMESTER EXAMINATIONS, APRIL / MAY - 2019
BUSINESS CORRESPONDENCE
SUBJECT CODE: 14UAC011 / 12UACCO9

MAJOR : B.Com., / B.Com(CA).,
TIME : 3 HOURS

SEMESTER : IV
MAX. MARKS : 75

SECTION - A (10 x 1 = 10)

Answer ALL the Questions:

1. What is meant by Status enquiry?
2. What do you mean by collection letter?
3. What is IOU?
4. What is the role of Indent houses in Import Trade?
5. Who can write the letter to the editor?
6. Define Situational Interview.
7. Classify the secretarial correspondence.
8. Define Minutes of Narration.
9. What is meant by Office memorandum and memorandum?
10. What is meant by Amendment in Government correspondence?

SECTION - B (5 x 4 = 20)

Answer any FIVE Questions:

11. With reference to an advertisement in 'The Industrial Times', write a letter to Calcutta, Aluminium Co. Ltd., enquiring the prices, terms of sale etc.,
12. How to write an effective collection letters?
13. Write a customer request letter to his bank to stop payment of a cheque.
14. Describe Marine Insurance.
15. What are the points of importance for writing letters to Editors?
16. Explain Agenda.
17. List out atleast five qualities of an effective interviewer.
18. Write a letter to the customs officer requesting a refund of excise duty.

SECTION - C (3 x 15 = 45)

Answer any THREE Questions:

19. Write a circular letter to customers, announcing the closing of a branch and the opening of new branches in New Delhi and Dharwad.
20. Write a letter of inquiry from a customer regarding the opening of Current Account.
21. Write a reply to an applicant for the post of an Office Assistant.
22. a) Write a requisition letter by shareholders for convening an extraordinary general meeting.
b) Draft the notice of an extraordinary general meeting convened in pursuance of requisition.
23. Write a letter to the postal authorities regarding a missing V.P.P. parcel.

