

code - 35201

Seat No.

Second Year B. Com. Examination

2014 - 2015

Business Communication : Paper – II

[Time : 3 Hours]

[Total Marks : 100]

- 1 (a) Write a letter of complaint: (any one) [10]
- (i) Draft a letter of complaint from Mahendra Agency about late Delivery of goods.
- (ii) Draft a letter of complains of damage goods.
- (b) Write a letter of Adjustment: (any one) [10]
- (i) Draft a letter of adjustment about shortage of electronic goods.
- (ii) Draft a letter of adjustment in reply to the letter of complaint need by a supplier who has received different varieties of goods.
- 2 (a) Attempt any one: [10]
- (i) Draft an appointment letter on behalf of Maharaja Industry LTD for senior manager post.
- (ii) Draft an application for the post of Assistant Professor in Commerce at M.K.B.U.
- (b) Attempt Speech on any one: [10]
- (i) Draft a speech on occasion of closing ceremony of sports week in your college.
- (ii) Draft a speech on the inauguration of any post graduation course in M.K.B.U.
- 3 Write answer of the following: [20]
- (i) How to organized body of public speaking?
- (ii) What are the different method of presentation in public speaking?
- OR**
- (i) Explain responsibility of a chairperson at the meeting.
- (ii) Explain stages of listening skills.

4 (a) Attempt any one individual Report: [10]

- (i) Draft an individual report on starting at a new factory in district of Rajkot.
- (ii) Draft an individual report on the advisability of starting a branch Office the Bharuch for food factory.

(b) Attempt any one committee Report: [10]

- (i) Inspection report of working of various branches of a company.
- (ii) Draft a committee report on an accident caused in shine cement company, Kodinar.

5 (a) Write a questionnaire: (any one) [10]

- (i) Condition of a farmer.
- (ii) Condition of University Student.

(b) Attempt a press report: (any one) [10]

- (i) Strike hold Surat at power looms industry.
- (ii) Drought hit in South area of Gujarat.