III Semester B.Com. Examination, November/December 2013
(Semester Scheme) (2012-13 Only)
(Repeaters)
English
BUSINESS COMMUNICATION (Part – B)

Time : 1 ½ Hours Max. Marks : 50

Instruction : Answer should be written in English only.

SECTION – A

1. Answer any ten sub-questions from the following. Each sub-question carries two marks. (10×2=20)

a) What is an enquiry letter?

b) Give the meaning of follow-up letter.

c) What are solicited enquiries?

d) State any two advantages of circular letters.

e) What is reference line?

f) State any four instances when complaint letter is written.

g) What is the need of “Reference Line”?

h) What is a letter of credit?

i) What is post script?

j) What is a Quotation?

k) Mention any two barriers of communication.

l) Expand TDS and ATM.

P.T.O.
SECTION - B

Answer any two questions of the following. Each question carries fifteen marks. (2x15=30)

2. For a complaint received from marble world regarding delivery of wrong Granite stones, draft a suitable reply on behalf of Hindustan Granites Ltd.

3. Draft an office circular informing that the office working hours are rescheduled as 8.30 a.m. to 3.30 p.m. from 10.00 a.m. to 5.00 p.m. to avoid traffic jams in Bangalore city.

4. Write a reply to a Collection Letter sent from Asian Paints Ltd., Mumbai to Indian Colours Ltd. Bengaluru, asking for extention of time for payment of dues.

5. Dinakar and sons, Doddaballapur has written a letter to Singri and sons, Chikkaballapur enquiring about the availability of credit facilities for purchase of steel furniture. Draft a suitable reply.