



SN – 671

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)**
- What is an enquiry letter ?
  - Give the meaning of follow-up letter.
  - What are solicited enquiries ?
  - State any two advantages of circular letters.
  - What is reference line ?
  - State any four instances when complaint letter is written.
  - What is the need of "Reference Line" ?
  - What is a letter of credit ?
  - What is post script ?
  - What is a Quotation ?
  - Mention any two barriers of communication.
  - Expand TDS and ATM.

P.T.O.



## SECTION – B

Answer **any two** questions of the following. **Each** question carries **fifteen** marks.

(2×15=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.