

Second Semester Special Examinations, 2012
BUSINESS COMMUNICATION IN ENGLISH(OLD COURSE)

Time-3hrs
Full Marks-70

Answer six questions including question No.1 which is compulsory
Figures in the right hand margin indicate marks

1. Answer the following questions. (10x2)

- a). Is the subject line of a letter important? Why?
- b). As a participant in a meeting how and what should you contribute? Give a reasoned answer.
- c). What do you mean by solicited cover letter?
- d). Write a short note on Transitional devices
- e). If you have any enclosure where and how would you list it in your letter?
- f). What is stress interview?
- g). Write a short note on GD mistakes
- h). What are the advantages of a functional resume?
- i). State whether the following statement is correct or incorrect. Justify your answer in about 75 words.
"It is not necessary to strictly follow the sequence of agenda items while discussing them in a meeting".
- j). Arrange the following sentences in the correct order to construct a unified and coherent paragraph.
 - a) As it cooled down, the inorganic molecules combined to form organic ones, making life on earth possible.
 - b) It is common knowledge that organic molecules are the basis of life.
 - c) Therefore, any place in the universe that harbors organic molecules can be a possible source of life.
 - d) When the earth was in its infancy, it only had inorganic molecules.

2. Evaluate email as a channel of internal communication, explaining its advantages and disadvantages. List out five ways in which email messages could be made more effective. (10)

3. As the purchase Manager of Swayam Computers, 9, Noida Road, Hyderabad – 5000007, you had ordered 20 personal computers from Hindustan Computers Limited (HCL), 140, M.G. Road, Bangalore – 5000001. When the consignment arrived, you found some of the pieces in damaged condition.
Write a complain letter to the Sales Manager of the company asking for repair, replacement or compensation. (10)
4. Your Company is considering a proposal to make an in-house canteen for office employees. Your office has around 150 employees. Make a report to give an estimate of the area, manpower, and money required to set-up and run the canteen.
5. List six tasks you need to complete for preparation of a successful job interview. (10)
6. Select the organization where you would like to work after completion of your MCA degree. Write an unsolicited letter in the appropriate format, addressed to the HR Manager, enquiring about a possible opening in your area of expertise. (10)
7. Imagine that you are working in the Public Relation Department of a Steel company which is trying to set up a plant in Orissa. You as a representative is to be interviewed by a television channel. Explain how you would face the media. (10)
8. At the third meeting of the executive committee of the staff association of Gandhi Institute of Technology, New Delhi held at 4.00 PM on Thursday, the 10th of March, 2012 in Nehru Hall, the following business was transacted: (10)
- i) Changing the duration of semesters
 - ii) Study leave for staff members
 - iii) Extracurricular activities for students
 - iv) Minutes of the last meeting
 - v) Any other matter with the permission of the chair
 - vi) Setting up a separate gymnasium for the staff.

Arrange the agenda items in the most appropriate sequence and prepare the minutes. Invent other necessary details.