

FYBCOM/SEM-II/EXT/BC II

Time: 3 hrs

Marks:100

- Note:
1. All questions are compulsory with internal options.
 2. Figures to the right indicate full marks.

Q. 1(A) Explain the following terms in two-three sentences (Any Five): (10)

- (1) Interview
- (2) AIDA
- (3) Online Interview
- (4) Conference
- (5) RTI
- (6) Group Dynamics
- (7) Notice
- (8) Ad hoc Committee

(B) Match the following: (05)

	A.		B.
(1)	Appraisal interview	a.	Complaint
(2)	Grievance	b.	Agreement among team members
(3)	Sales letter	c.	Assessment interview
(4)	Consensus	d.	Parting
(5)	P in WASP	e.	AIDA

Q.2 Write short notes on any four of the following: (20)

- (a) Importance of Group Discussion
- (b) Job interview
- (c) Interview preparation on part of a candidate
- (d) Role of participants in a meeting
- (e) Advantages and disadvantages of a meeting

Q.3 Answer any two of the following: (20)

- (1) Write a note on the process for arranging and conducting a conference.
- (2) What is meant by a Committee? Write a note on the importance of Committees.
- (3) Write a note on Internal Public Relations. Explain with examples.

Q.4 Draft any four of the following letters:

(20)

- (a) On behalf of Aztech Technologies, write a Letter of Inquiry to Staples Computers asking for details like terms and conditions, services and pricelist of computer parts.
- (b) Onyx Electronics had placed an order for computer monitors with Amnesty Infotech. However, the monitors arrived in a damaged condition. Draft a Letter of Complaint about the same to Amnesty Infotech.
- (c) Manisha Pal purchased a television set from Aura Electronics and made the full payment of Rs. 25,000. However, within two weeks, the television stopped working, even though it was handled with care. She made several complaints and visited the store to get it repaired or replaced, but her problem has not been solved nor refund given despite warranty. Write a letter to Consumer Grievance Cell complaining about the issue on her behalf. Request for immediate action against Galaxy Electronics also, along with suitable compensation.
- (d) You had applied for a passport three months back, but have not received it nor received any update about it. Write an RTI query asking about the status of your application, the process of issuing of the passport and time taken for getting it.
- (e) Draft a sales letter to promote the sales of a new perfume.

Q.5 A manufacturing company of men's formal shoes wants to set up a sales counter for its latest collection at Limerick Mall. Draft a business proposal to be submitted to the Manager of the mall. (10)

OR

The Management of Alina Women's Wear has asked the Secretary to suggest measures to improve sales of its range of women's dresses. Draft the individual report for the same. (10)

Q.6 Draft the Notice and Agenda for the Annual General Meeting of Ruhaan Fabricators, Mumbai. (10)
Also, draft the following Resolutions:

1. Appointment of Chairperson
2. Adoption of common seal

Q.7 Summarise the following passage and give it a suitable title:

(05)

A sparrow is a small bird which is found all over the world. Sparrows prefer to build their nests in low places-usually on the ground, clumps of grass, low trees and low bushes. In cities they build their nests in building nooks or holes. They rarely build their nests in high places. They build their nests out of twigs, grasses and plant fibres. Their nests are usually small and well-built structures.

Female sparrows lay four to six eggs at a time. The eggs of sparrows are white in colour. They have with reddish brown spots on its surface They hatch between eleven to fourteen days. Both the male and female parents care for the young. Insects are fed to the young after hatching. The large feet of the sparrows are used for scratching seeds. Adult sparrows mainly eat seeds. Sparrows can be found almost everywhere, where there are humans. Many people throughout the world enjoy these delightful birds.

The sparrows are some of the few birds that engage in dust bathing. Sparrows first scratch a hole in the ground with their feet, then lie in it and fling dirt or sand over their bodies with flicks of their wings. They also bathe in water, or in dry or melting snow. Water bathing is similar to dust bathing, with the sparrow standing in shallow water and splashing water over its back with its wings. Both these activities are social in nature. In other words, these activities are performed collectively in groups. Up to a hundred sparrows participate in these activities at once, and is followed by them grooming themselves and sometimes group singing.

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