RB-3510
First Year B. B. A. (Sem. II) Examination
March / April - 2017
Communication Skills - II

Time : 2 Hours] [Total Marks : 50

Instructions :

1. Draft conversations on the following situations : (any two) 16

(a) A dialogue between Mr. Pathak, Sales Executive in a marketing firm, who needs leave from the office for a week due to his parents' health problems, and Mr. Suketu, Sales Manager.

(b) Conversation among Mr. Nair, Professor in a college and his students on ways in which one can contribute to the government's initiative of cashless economy.

(c) Conversation between parents and a child who wants to take up music as his career.

2. (a) Write a letter giving a reply to an inquiry made by Tarzan Toys, Vadodara, asking for 10 quotations for toys and games marketed by Venus Ventura Pvt. Ltd., Delhi. Draft a letter mentioning the terms and conditions along with a detailed catalogue.

OR

(b) Draft a letter to promote the sale of a new model of a car launched by your company that runs on electricity.

3. (a) Draft a letter placing an order with Galaxy Furniture Mart, Jaipur, for office furniture 10 required by M/S. Shah & Co., Surat. Mention in how many days you need the goods and which mode of transport you will prefer.

OR

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(b) (I) Draft a notice informing the students of a college to remain present in the extra classes to be conducted on a Sunday.

(II) Prepare a circular informing the employees of an organization to apply for leave at least one week in advance.

4. Write short notes: (any two) 14

(1) 'You' attitude

(2) Inward structure of a business letter

(3) Complaints are blessings in disguise

(4) Process of communication