



UA-3514

Seat No. _____

F. Y. B. B. A. (Sem. II) (CBCS) Examination

March / April – 2012

Communication Skills - II

Time : Hours]

[Total Marks :

Instructions :

(1)

नीचे दृष्टावेव निशानीवाणी विगतो उत्तरवडी पर अवश्य लपवी. Fillup strictly the details of signs on your answer book.	Seat No. :
Name of the Examination :	<input type="text"/>
<input type="text" value="F. Y. B. B. A. (SEM. II) (CBCS)"/>	<input type="text"/>
Name of the Subject :	<input type="text"/>
<input type="text" value="COMMUNICATION SKILLS - II"/>	<input type="text"/>
Subject Code No. : <input type="text" value="3"/> <input type="text" value="5"/> <input type="text" value="1"/> <input type="text" value="4"/>	<input type="text"/>
Section No. (1, 2,.....): <input type="text" value="Nil"/>	
Student's Signature	

(2) Indicate clearly the options you choose.

(3) Figures to the right indicate marks.

1 Draft conversations on the situations mentioned below : 30

(Any three)

- (1) A dialogue between a lady who wants to buy clothes for herself and children and the shopkeeper.
- (2) Mr. Shah is visiting another city for his business meeting. Mr. Shah is asking for directions from a stranger to reach to the place of meeting.
- (3) Mr. Nair is on vacation in Goa with his family. He is making inquiry in a hotel where he wants to stay. Prepare a dialogue between Mr. Nair and Mr. Gautam, the hotel manager.
- (4) A conversation among friends of the issue of corruption.

- 2 (a) Draft a letter asking for leave in your college for 14
three days as you are going to attend a programme on
career counselling.

OR

- (b) Write a letter of goodwill congratulating the Managing
Director of Ayan Technologies, Mumbai, for being
honoured with the entrepreneur of the year award.
- 3 (a) Draft a letter on behalf of Royal Paper Mills, Vadodara 14
acknowledging an order for various stationery items
placed by M/s Desai & sons Stationery Mart, Surat.
Inform them in how many days you will be executing
the order.

OR

- (b) Draft a circular inviting all the employees of the company
for a cultural programme organised to celebrate the
completion of 25 successful years of the establishment
of the organisation.
- 4 Write short notes : (any two) 12
- (1) Importance of clarity in business correspondence.
 - (2) A complaint is a blessing in disguise - Explain.
 - (3) Signature in a business letter.
 - (4) A firm offer.