

APRIL 2021

72234/BB22A

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Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20 marks)

Answer any TEN questions

1. What is oral Communication?
2. What are the various modern forms of communication?
3. What is horizontal communication?
4. What are the objectives of a circular letter?
5. What is text of the resolution?
6. What is insurance?
7. Who can be a director?
8. What is Bank overdraft?
9. What is Report?
10. What is office order?
11. What is E-mail?
12. Define Internet.

SECTION B — (5 × 5 = 25 marks)

Answer any FIVE questions

13. State the merits and demerits of written communications.
14. What are the sources of information in status enquiry?
15. Explain the layout of a good business letter.
16. Draft the director's report to accompany the accounts.
17. Describe the types of Banking correspondence.
18. What is a report? What are the types of business report?
19. What are the modern forms of communication?

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions

20. Describe the role of computers in business correspondence.
21. What is a circular letter? What are the objectives and situations that need circular letter?

22. As a managing partner of a cycle dealer apply to a new cycle manufacturing company for an agency.
  23. Explain the characteristics of a Good Report.
  24. Explain the various uses of Internet in business.
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