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Sl.No. 20995

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**IV Semester B.Com/BBM/BCA/B.T.H Examination,  
April/May - 2018**

**(Scheme Semester)  
ENGLISH (Paper - IV)  
(2017 & onwards)**

**Communication and Business Correspondence**

**Time : 3 Hours**

**Max. Marks : 80**

**I. Answer two of the following.**

**[2×10=20]**

- a) What are the barriers of Communication?
- b) Describe different kinds of oral communication.
- c) Explain the two types of Group Discussion what are the essential features of a successful participant?
- d) Write short notes on the following:
  - i) Written communication
  - ii) Presentation skills.

**II. Answer four of the following**

**[4×5=20]**

- a) Assuming that you are a working person having married a working partner, write an enquiry letter to the Director, Indian Institute of Human Relations, New Delhi, Who have arranged a course in Bengaluru to serve the needs of working couples with tensions between their work and family role.
- b) Geetha Book House, K.R. circle, Mysore, places an order with sapna Book House, Gandhinagar, Bengaluru, for 100 copies each of Advanced Accountancy and Business English. Draft the letter.
- c) Johnson and Johnson, Mumbai, have received an order from mahaveer Agenceies, Mysore, for certain electronic items. Write a letter of execution of the order.

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- d) Write a letter of complaint from messers sunil and company, Bengaluru, to mohanlal and company, Ahmedabad, about some defects in the readymade garments supplied.
- e) Messers Bhojayya and sons, Mysore have placed an order with Murugan Textile Industries, Chennai, for different varieties of dress materials and silk sarees for Dasara occasion. Now write a letter of cancellation of the order stating proper reason.
- f) The National cement factory, Mumbai writes to the customers to buy their cement. Add any business provision you are ready to offer and draft an offer letter.

III. Answer four of the following.

[4×5=20]

- a) Write a letter to the Manager, canara Bank, Devaraj Vrs Road, Mysore, for opening a current Account.
- b) Bhavani and company, write a letter to their Banker asking for a loan of Rs Ten lakhs against the security of their shares.
- c) Draft a letter to the Manager, SBI, Gandhinagar, Bengaluru, reporting that you have lost your ATM card and request them to block its operation.
- d) As the Manager of vyshya Bank Ltd., Write a letter to your customer rejecting the request for a loan of Rs 5,00,000/- (Five lakhs), stating proper reason.
- e) Write a letter from the Manager, syndicate Bank, to its Head office, requesting for permission to sanction an over draft of Rs 8,00,000 (Eight lakhs) to your customer.
- f) Draft a letter from the Head office of Karnataka Bank to one of its branches directing to stop sanctioning overdraft facility till further orders.

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IV. Language Component

[5×1=5]

- a) Change the following sentences according to the instructions given in brackets.
- i) Sita said, "I go to college today".  
(Change into indirect speech)
  - ii) Rama said, "I am reading a book".  
(Change into indirect speech)
  - iii) The student said, "I have finished my homework".  
(Change into indirect speech)
  - iv) The teacher said that he had been teaching English in the college  
(Change into indirect speech)
  - v) The president of the Association said that he would address the members the next day  
(Change into direct speech)
- b) Write a letter to the corporation commissioner complaining about irregular water supply in your area. [5]

OR

Write a letter to the Divisional Manager, KSRTC, Mysore Division, requesting for additional bus facility between Mysore and your village.

- c) Draft an application for the post of Accounts officer in a private company. furnish your resume [5]
- d) Write a paragraph on one of the following. [5]
  - i) Reading habit
  - ii) Voting right
  - iii) Corruption

