

Roll No: _____

Duration 1 Hour

Jr. Supervisor Sign. _____

Q.1 Multiple Choice Question

1. The _____ interview, if properly conducted, brings about harmony between individuals and the organisation.

- a) Exit
b) Grievance
c) Appraisal
d) Selection

Ans _____

2. _____ refers to the measurement or assessment of productivity and proficiency of an employee on the job.

- a) Grievance
b) Exit
c) Selection
d) Appraisal

Ans _____

3. _____ questions which require only yes/no answers.

- a) Brief
b) Short
c) Closed Ended
d) Open Ended

Ans _____

4. OHP Stands for _____.

- a) Overhead projector
b) Overallhead projection
c) Overhaul project
d) Overhead projectivity

Ans _____

5. A selection or employment interview is also known as a _____ interview.

- a) segregation
b) job
c) selector
d) performance

Ans _____

6. The third stage of selection interview is _____.

- a) welcoming the candidate
b) acquiring information
c) supplying information
d) parting

Ans _____

7. An assessment interview is also known as _____ interview.

- a) appraisal
b) correction
c) judgement
d) evaluation

Ans _____

8. A group interview is similar to a _____.

- a) structured interview
b) stress interview
c) panel interview
d) Group discussion

Ans _____

9. The candidate should _____ prepare himself to deal with different types of interviewers.

- a) physically
b) Always
c) mentally
d) Never

Ans _____

10. Business meeting have a _____ agenda.

- a) Fixed
- b) Flexible
- c) unlimited
- d) changing

Ans _____

11. _____ report is determined by number of persons preparing it.

- a) Individual or Committee
- b) Informative
- c) Analytical
- d) Periodic

Ans _____

12. _____ encourages the employees to directly approach their seniors or the management to share their ideas or grievances.

- a) advice
- b) counseling
- c) open door policy
- d) suggestion scheme

Ans _____

13. _____ means putting up social awareness messages on vans, local buses etc promotes goodwill and enhances public relations.

- a) films
- b) vehicle publicity
- c) conference
- d) literature

Ans _____

14. Consumer protection act has been passed in the year _____.

- a) 2000
- b) 2005
- c) 1986
- d) 1983

Ans _____

15. _____ deals with complaints up to value of Rs.50 lakhs

- a) District consumer forum
- b) State consumer commission
- c) National consumer commission
- d) Village commission

Ans _____

16. _____ report presents relevant facts and figures.

- a) Informal
- b) Periodic
- c) Informative
- d) feasibility

Ans _____

17. Full form of RTI is _____.

- a) Right to inquiry
- b) Resolution to information
- c) Right to information
- d) Right to investigation

Ans _____

18. RTI act came into force in the year _____.

- a) 2001
- b) 2005
- c) 2003
- d) 2002

Ans _____

19. The fees for filing a request under RTI is Rs _____.

- a) 10
- b) 100
- c) 1000
- d) 50

Ans _____

20. If a applicant is below poverty line for him the fees for filing a request under RTI is Rs. _____.

- a) 10
- b) 100
- c) 1000
- d) free of cost

Ans _____

21. The RTI amendment was passed in the year _____.

- a) 2017
- b) 2018
- c) 2019
- d) 2007

Ans _____

22. The full form of CPA is _____.

- a) consumer protection act
- b) customer privacy act
- c) company payment act
- d) consumer permission act

Ans _____

23. A conference should be _____.

- a) choice based
- b) quantity based
- c) quality based
- d) need based

Ans _____

24. _____ are based on the findings of a business report.

- a) terms of reference
- b) recommendations
- c) summary
- d) title

Ans _____

25. The full form of EGM is _____ general meetings.

- a) Exit
- b) Emergency
- c) Extraordinary
- d) Emerging

Ans _____

26. Public relation is an _____ activity.

- a) ongoing
- b) planned
- c) unplanned
- d) occasional

Ans _____

27. A/An _____ report deals with the assignment and promotion of the employees.

- a) Inspection
- b) Project
- c) Transfer
- d) Appraisal

Ans _____

28. _____ are designed to be handed out to people for sales promotion.

- a) meeting
- b) leaflets
- c) memos
- d) report

Ans _____

29. _____ report may be in the form of personal letter.

- a) informal
- b) formal
- c) technical
- d) periodic

Ans _____

30. _____ is an ongoing activity.

- a) conference
- b) meeting
- c) group discussion
- d) public relation

Ans _____

31. _____ report presents relevant facts and figures.

- a) Informal
- b) Periodic
- c) Informative
- d) Analytical

Ans _____

32. When a _____ is passed in a meeting it becomes a Resolution.

- a) motion
- b) judgement
- c) declaration
- d) suggestion

Ans _____

33. A consumer redress letter is drafted like any _____ letter.

- a) sales
- b) RTI
- c) complaint
- d) inquiry

Ans _____

34. _____ plays the role of a leader in a meeting.

- a) boss
- b) legal expert
- c) secretary
- d) chairperson

Ans _____

35. A conference may be divided into _____.

- a) session
- b) division
- c) parts
- d) section

Ans _____

MAB2 B 522

Class : FYBBI

Sem 2 / Regular May 2022

Sub. : Bus. Communication

Date : 02/05/2022

Duration: 2 hour & 45 Minutes.

Marks: 75

Q.1 Multiple Choice Question (Separate Sheet Attached) 35

Q.2 Answer any 2 Questions out of 3 10

A. What is an interview? Explain Selection interview in brief.

B. Define Public Relation. List and explain ways of promoting the external public relation in an organization.

C. Discuss WASP technique of interview.

Q.3 Answer any 2 Questions out of 3 10

A. As the General Manager of Suraj Co. Ltd write a letter of inquiry addressed to Parag electronics asking for the quotation for 100 computers .Use the complete block layout.

B. Swadeshi Sweets, Thane had ordered 100 bags of sugar to be delivered by 25 April 2022, in order to prepare sweets for the festival season. They received 40 bags of moist, poor quality sugar. Write the letter to the supplier in modified block layout.

C. Write a sales letter to promote the sale of "Two minutes soup." This letter should be in semi block form.

Q.4 Answer any 2 Questions out of 3. 10

A. Draft a letter addressed to the president, District consumer Redressal Forum, Sudarshan building Gokhale Road, Mumbai complaining about a defective Washing machine sold to you by Lal Electronics Pvt. Ltd. Mumbai. Use the complete block layout.

B. You have not received your passport from the passport office inspite of having fulfilled all formalities. Draft a letter under the RTI Act addressed to the passport officer, Passport seva Kendra, Marol Anderi (E), Mumbai inquiring about the reason of delay.

C. What are the different types of conference?

Q.5 Answer any 2 Questions out of 3.

A. committee has been appointed to investigate the possibility of starting a book stall in your college. Draft the report of the Committee making suitable recommendations. 10

B. You are the manager of a plastic factory which has been damaged by fire. Draft a report to your directors informing them of the accident and your preliminary findings. 10

C .1. Summarize the following .

The consumer movement began in India a few decades ago but today it is almost a dead movement. Many reasons can be attributed for this pathetic and deplorable failure of the consumer movement.

Most consumers are totally ignorant of their rights under the Acts made by the government and the basic provisions of The Essential Commodities Act, the Sales Tax Act etc. Consumers may be educated or uneducated. We can forgive the uneducated but not the educated. Some of these consumers who are educated and who are aware of the basic provisions are indifferent in their attitude and let themselves be exploited by the sellers without the mildest protest. Another set of consumers belong to a different category. They are not keen in getting their money's worth and mostly buy things without enquiring the price or bargaining. Indifferent consumers!

On the government's part, how do they help? The government provides hardly any protection to the consumer to make his protests without fear. Can nothing salvage this dead movement ? The government could wake up at least now. It can organise courses to make consumers aware of their rights through the radio, T.V. and other communications. It should encourage and support formation of consumer protection cells. It is never too late to make a beginning!"

2. Draft a notice and Agenda for Annual General Meeting of Sujal Computers ltd. Worli Mumbai. Pass a resolution of appointment of secretary.