

Fourth Semester B.Com. Degree Examination, April/May 2019

(CBCS Scheme)

Commerce

BUSINESS COMMUNICATION – II

Time : 1½ Hours]

[Max. Marks : 45

Instructions to Candidates : Answers should be written English only.

SECTION – A

Answer any **FIVE** of the following sub-questions. Each sub-question carries **2** marks. **(5 × 2 = 10)**

1. (a) What is collection letter?
- (b) Give the meaning of Resume.
- (c) What is call letter?
- (d) State the meaning of show-cause notice.
- (e) What is internet?
- (f) Give the meaning of letter of dismissal.
- (g) What is E-Commerce?

SECTION – B

Answer any **THREE** of the following. Each question carries **5** marks :

(3 × 5 = 15)

2. Explain the guidelines for writing an order letter.
3. Write a short note on Computer.
4. What are the advantages of mobile phones?
5. Explain various disciplinary letters.
6. Describe the steps for creating E-mail.

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SECTION – C

Answer any **TWO** of the following. Each question carries **10** marks :

(2 × 10 = 20)

7. Write a reply to a collection letter from Ravi Co, 61, Richmond Road, to Tree Finance Ltd, No. 74, Commercial Street, Bengaluru asking for extension of time.
 8. Nest Limited, 4th, 2nd Main Road, Jayanagar 4th Block, Bengaluru have given advertisement in Vijaya Karnataka to apply for the post of CEO. Draft an application letter with your resume.
 9. Write short notes on :
 - (a) Office notes
 - (b) Show-Cause Notice
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