



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 दशांशवैक निशानीवाणी विगतो उत्तरवडी पर अवश्य लपनी.  
Fillup strictly the details of signs on your answer book.

Name of the Examination :  
F. Y. B. B. A. (SEM. II) (CBCS)

Name of the Subject :  
COMMUNICATION SKILLS - II

Subject Code No. : 3 5 1 4 Section No. (1, 2,.....) : Nil

Seat No. :  
[ ] [ ] [ ] [ ] [ ] [ ]

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.