

Register Number :

Name of the Candidate :

5 2 9 9

**B.Com. (Computer Applications)
DEGREE EXAMINATION, 2008**

(FIRST YEAR)

(PART - I)

(PAPER - I)

510 / 511. BUSINESS CORRESPONDENCE

(Common with B.B.A. Computer Application
and B.B.L.)

December]

[Time : 3 Hours

Maximum : 100 Marks

SECTION - A (5 × 8 = 40)

Answer any FIVE questions.

All questions carry equal marks.

1. What are the functions of commercial correspondence ?

Turn over

2. What are the qualities of a business letter ?
3. Write a letter to an customer offering fancy goods at low prices. State the reasons.
4. Write a letter to your customer requesting for extension of the time for delivery of the ordered goods.
5. Write a tactful letter to an applicant for an agency refusing grant of agency.
6. As a banker, write a letter to a customer that his account has been overdrawn and requesting him to adjust the same at the earliest.
7. Draft a letter on behalf of LIC of India to a policy holder who wishes to surrender his policy, advising him not to do so.
8. As a banker, write a letter to a customer intimating the dishonour of his cheque and warning him that his account will be closed unless minimum balance is maintained.

SECTION - B (3 × 20 = 60)

*Answer any THREE questions.
All questions carry equal marks.*

9. Write a letter complaining the despatch of defective goods and draft a suitable reply.
10. Draft a collection series, four in number, beginning with a formal notification of the debt and ending with a hint at legal proceedings.
11. As a secretary of a company, draft the report regarding the working conditions and business prospects of another company with which your company is making some negotiations to take a financial interest.
12. Prepare a resume and bio-data for applying to the post of senior manager in a firm.
13. Write an essay on working of commercial banks in India.