



SN – 676

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III Semester B.Com. Examination, November/December 2013  
(Semester Scheme) (Repeaters)  
(Prior to 2012-13)  
ENGLISH  
Business Communication (Part B)

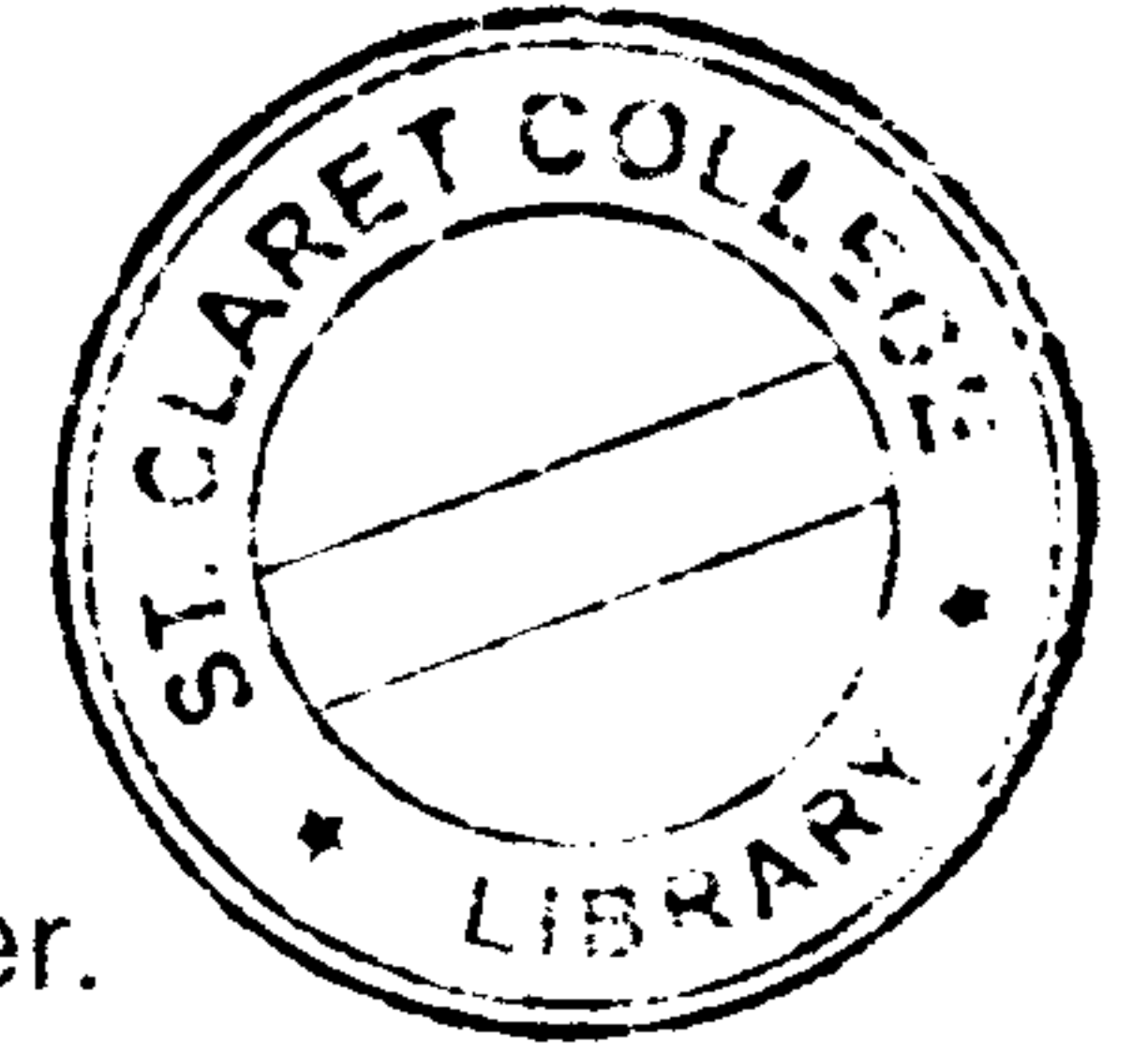
Time : 1½ Hours

Max. Marks : 45

**Instruction** : Answer should be written in **English** only.

SECTION – A

1. Answer sub-question (a) and **seven** sub-questions of the remaining. (1+2×7=15)
- Expand the term “CWO”.
  - Mention four “C”s of a Business Letter.
  - What is a Complaint Letter ?
  - Write the Importance of Reference Number in a Business Letter.
  - What are Solicited Enquiries ?
  - Mention any two circumstances under which an order can be cancelled.
  - Mention any two advantages of a Circular Letter.
  - Give the meaning of complementary close.
  - What is Overdraft ?
  - Give the meaning of Window envelope.



SECTION – B

Answer **any two** questions from the following. **Each** question carries **fifteen** marks.

(2×15=30)

2. Target Agencies have advertised for filling a vacancy in their new unit for the post of an accounts clerk. Apply for the same with Bio-Data.

P.T.O.



3. Write a letter to the Manager, Syndicate Bank, Basavanagudi Branch, Bangalore -4 from Vijaya Trading Corporation, requesting to grant ₹ 5,00,000 of Overdraft facility.
  4. Jimmys, a departmental store in Kolar has shifted their business to a larger premises in Jyothinagar, Kolar. Draft a circular informing the customers about the shifting of the business.
  5. For the complaint received from Model Water purifiers regarding delay in payment of their dues, draft a suitable reply.
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