

**SHRIMATHI DEVKUNVAR NANALAL BHATT VAISHNAV COLLEGE FOR WOMEN  
(AUTONOMOUS)**

**(Affiliated to the University of Madras and Re-accredited with 'A+' Grade by NAAC)  
Chromepet, Chennai — 600 044.**

**B.Com.(CS) END SEMESTER EXAMINATIONS APRIL-2022**

**SEMESTER - II**

**21UBCAT2002 - Business Communication**

**Total Duration : 3 Hrs.**

**Total Marks : 60**

**Section A**

Answer any **SIX** questions ( $6 \times 5 = 30$  Marks)

1. List out and explain the different parts of a Business Letter.
2. Prepare the essential features of a good circular letter.
3. Imagine that you are the secretary of ABC Ltd in Trichy. Prepare the notice for Annual General Meeting.
4. Explain briefly the various components of a speech.
5. State the functions of a Business letter.
6. Prepare a letter to a hospital offering your services as a catering contractor to run a twenty-four hour coffee shop there.
7. Draft a notice for the monthly meeting of the Board of directors of ABC Ltd.
8. Ascertain and briefly describe the important steps in preparing a report.

**Section B**

Answer any **THREE** questions ( $3 \times 10 = 30$  Marks)

9. Explain the barriers of Business communication.
10. Prepare and draft a letter of complaint to a concern which has sent defective electrical products. Also draft a suitable reply for that letter.
11. The expansion of your business has made it necessary for you to move to larger premises. Draft a circular letter to announce this fact to your customers. Give details of your new premises, explaining how the customers are likely to benefit by the change.
12. As a secretary prepare a letter to shareholders regarding refusal for effecting transfer of shares by stating the reasons for refusal to transfer.
13. Write a report to the head office after examining on the possibility of expanding business at your branch by giving more housing loans.

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