



MS – 387

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**Fourth Semester B.Com. Examination, May/June 2014
(Repeaters) (Prior to 2012-13)
COMMERCE**

Paper – 4.2 : Business Communication (Part – B)

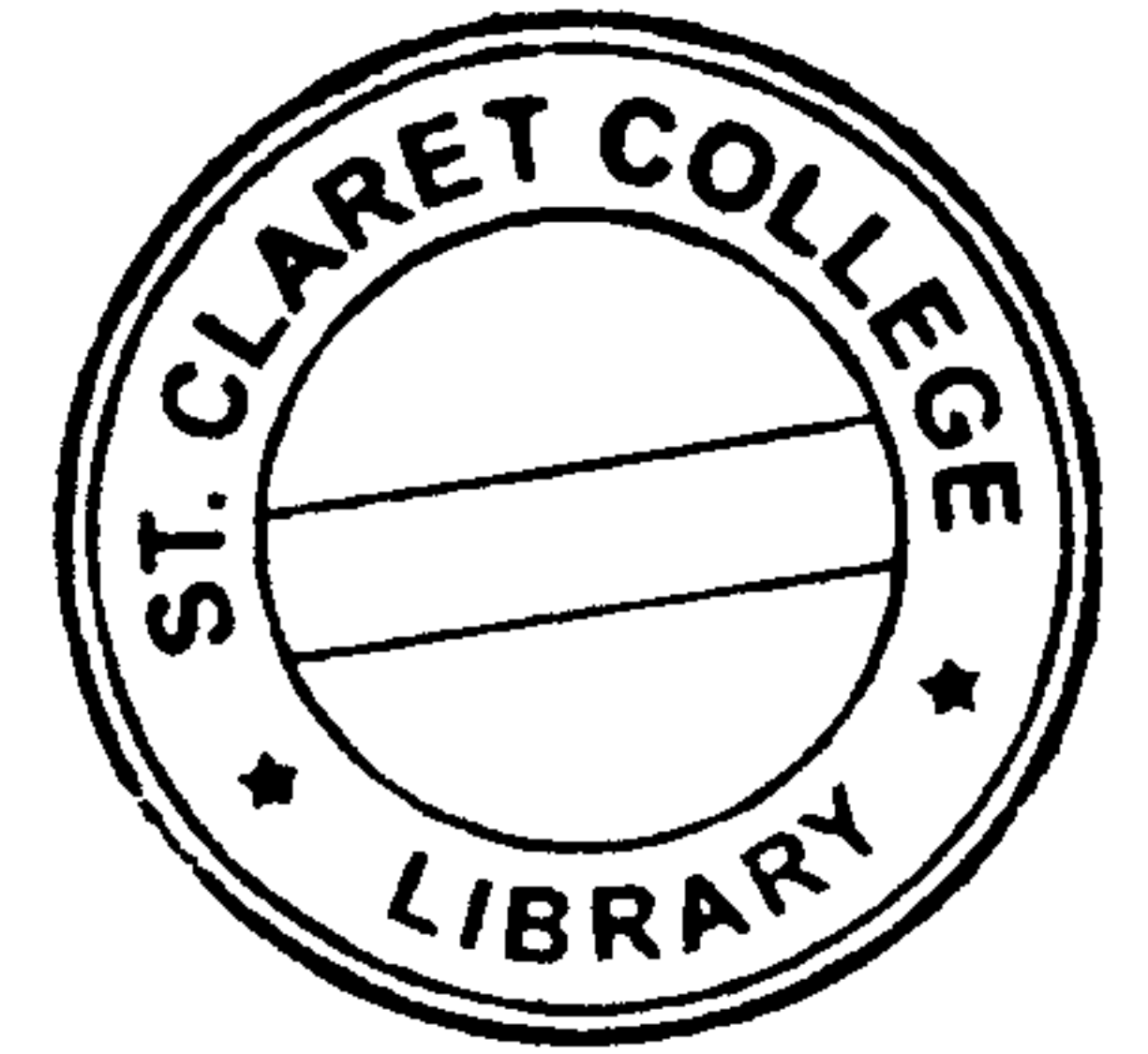
Time : 1½ Hours

Max. Marks : 45

- Instructions:** 1) *Use separate answer booklets.*
2) *Answer should be only in English.*

SECTION – A

1. Answer question (a) **compulsorily** and **any seven** of the remaining questions in about four lines. (1+7×2=15)
- a) Expand CCTV.
 - b) What is E-Commerce ?
 - c) What is letter of Termination ?
 - d) What is a telex service ?
 - e) What is dividend and interest ?
 - f) Who is an agent ?
 - g) What is downward communication ?
 - h) What is cellular phone ?
 - i) Mention two advantages of E-mail.
 - j) Define representation.
 - k) What is charge sheet ?
 - l) What is interview ?



SECTION – B

Answer **any two** questions from the following. **Each** question carries **15** marks.

(2×15=30)

- 2. Draft a letter of appointment order with the terms and conditions which will Govern the appointment.
- 3. Draft a memo to an employee asking for explanation for absence from duty.

P.T.O.



4. As a secretary write a letter to shareholders intimating the issue of new equity shares.
 5. Write notes on :
 - a) Electrostatic printing
 - b) Video conferencing
 - c) Word processing
 - d) Cell-phones
 - e) W.W.W.
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