

MS – 387

**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)**
- Expand CCTV.
  - What is E-Commerce ?
  - What is letter of Termination ?
  - What is a telex service ?
  - What is dividend and interest ?
  - Who is an agent ?
  - What is downward communication ?
  - What is cellular phone ?
  - Mention two advantages of E-mail.
  - Define representation.
  - What is charge sheet ?
  - What is interview ?

**SECTION – B**

Answer **any two** questions from the following. **Each** question carries **15** marks. **(2×15=30)**

- Draft a letter of appointment order with the terms and conditions which will Govern the appointment.
- 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.