

Question Bank for Assignment

Semester	IV
Class	SYBA
Name of the Department	ENGLISH
Paper no.	II
Title of the Paper	ACG- Business Communication
Name of the Teacher	Ms. Madhavi M. Arekar

Short notes	<p>1) WASP Technique of interviews 2) Exit Interview</p> <p>3) Disadvantages of meetings 4) Role of the chairperson of a meeting</p> <p>5) Group Discussion 6) Grievance interview</p> <p>7) Role of participants in a meeting 8) Advantages of Meetings</p> <p>9) Appraisal interview 10) Preparation by a candidate for a Selection interview</p>
Brief answers	<p>A. What is a conference? Discuss the procedure of organizing a conference and also the schedule of a conference.</p> <p>B. Define Committees. Discuss the various types of committees.</p> <p>C. Define Public relations. Discuss the methods employed by the PR to create good External Public Relations</p> <p>D. Define Public Relations? What methods are employed by the Public Relations Department to create good Internal Public Relations?</p> <p>E. Define committee. Discuss the advantages and disadvantages of different committees.</p>
Letters	<p>A. 1) You wish to purchase 25 1.5 tonnes Air-conditioners for your newly built hotel in Mumbai. Draft a letter of inquiry to Laxmi Sales asking for price list and various details.</p> <p>B. Hotel Sai has complained to Mumbai Grah Vastu Bhandar against an order of 35 sets of 'stainless steel' cutlery sets saying that the cutlery started rusting within 1.5 months. They are demanding full refund for the same. On behalf of Mumbai Grah Vastu Bhandar, write an adjustment letter.</p> <p>C. Write a sales letter promoting the following: 1) A smart watch 2) A health drink</p> <p>D. You had bought a bedroom set from Famous Homes Furniture Ltd by paying Rs 1, 00, 000. The furniture started to give trouble within 6 months of buying. The wood of double bed started peeling within 6 months and the cupboards doors stopped closing and shelves got bent. You complained against the same to</p>

	<p>Famous Homes Ltd. but they refused to entertain any complaints. Write a letter to Consumer Grievance Redressal Cell seeking refund.</p> <p>E. You wish to know details about the plot number 345 near your home which was marked for a public park but you are seeing a building being constructed on it. Write a RTI query asking about the plot.</p> <p>F. Draft a letter of inquiry, asking for details of air purifiers required for your office.</p> <p>G. You purchased a music system by paying rupees twenty thousand. The speakers have suddenly stopped functioning. Draft a complaint letter to Sound Electronics.</p>
Report writing	<p>A) A committee of teachers and students has been formed to study possibility of starting a book bank facility for needy students. Draft the covering letter and the committee report making suitable recommendations</p> <p>B) A Committee has been appointed by Sagar Mills, Aurangabad to study the causes for a huge number of staff members leaving their jobs in the last two months. Draft an investigative Report on their behalf.</p>
