

Note : All the questions are compulsory

Figures to right indicate full Marks.

Q.1 Write short notes (any three)

- 1) Advantages of meeting
- 2) Body language
- 3) Preparation for seminar paper
- 4) Advice and Counseling
- 5) Suggestion Scheme

15

Q.2 Answer any three questions from the following

1. What is presentation ? Explain the effective principles of presentation.
2. How visual Aids are effectively used for presentation ?
3. How to participate and conduct a conference?
4. What is meeting ? Explain the various types of meeting.
5. Discuss in brief Internal Public Relation.

15

Q.3 Write a formal Report on following subject and Format

18

Draft a formal Report on the decline sale of cosmetics

a) Designation of person/name of the institute the report is intended for

Date

Subject

Problem/ Incident/Project details/Suggestions/Action taken

From

Signature

OR

a) The principal has received several complaints about poor service in the college canteen. A Committee has been formed to study and give suggestion to improve the situation. Draft the committee's report.

18



b) Summarize the following paragraph

Speaking in public is as difficult as singing or acting, ought to have quite as careful rehearsals; even more careful because one of the aims of the public speaker is to appear entirely spontaneous. The great speakers of Greece and Rome prepare an important speech as carefully as an opera star nowadays studies a new role. After writing it down a dozen times they would deliver it before a few trusted friends, critics, and tutors, repeating it again and again until they knew every syllable and gesture, and yet the whole thing appeared, not a highly elaborate product of art, but a genuine outpouring of real and overwhelming emotion. That is why we still study the speeches of men like Cicero: a single page of them contains the result of more concentrated thought, active experience, intricate psychological knowledge, and training in language than most modern speakers command in a whole life-time.

OR

b) Prepare Notice and Agenda for the following

1. First Board Meeting
2. Annual General Meeting

Q.4 a) State bank of India has invited applicants for the post of 'Project Manager' in Their Virar branch Draft an application letter with resume.

OR

- a) You have recently purchases a mobile phone which is not working properly Draft a letter of complaint to the company.
- b) Draft a letter requesting the sanction of housing loan from Punjab National Bank for your flat.

OR

- c) Draft a letter of promotion to your subordinate in Axis Bank, as Sales Manager