

Note: 1) All questions are compulsory.

2) Figures to the right indicate marks of questions.

Q1.A.Explain the following in two or three sentence(any five)

(10)

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|---------------|------------|-----------------------|-----------------------|
| 1. Resolution | 2. Webinar | 3. Online interview | 4. Video conferencing |
| 5. Agenda | 6. Notice | 7. Standing committee | 8. suggestion box |

B. Match the following.

(5)

A	B
1) Minutes	A)right to information
2) Tool to external public relation	B) Formula for waiting a sales letter
3) Exit interview	C) Exhibitions and trade fairs
4) Public information officer	D) Records of the decision taken in meeting
5) Star chain and hook	E) Held when the an employee Is living an organisation

Q2. Write short note on (any four)

(20)

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|--|-----------------------------------|
| 1. WASP technique conducting an interview. | 2. Disadvantages of meeting |
| 3. Role of a chairperson in a meeting. | 4. Exit interview. |
| 5. Kinds of meeting any three. | 6. Preparation of an Interviewee. |

Q3. Answer the following questions (any two).

(20)

- Define committee. Describe different committees can contribute to the success of an organisation.
- Define public relation what methods of employed by PR department to create good external relations
- Define conference explain the procedure for organizing a conference.

Q4. Draft the following letters (any four)

(20)

- You Want to have your office completely renovated write a letter to Prakash decorators Mumbai giving details of your requirements and asking them to submitting an estimate of the cost.
- Draft a sales letter to promote the sales of a Chinese burger, Or immunity booster drink.
- Rashmi malchandani purchased goods worth rupees 4 lakhs through e-commerce website and made advance payment of the entire amount but he failed to get merchandise in spite of repeated request and reminders draft a letter of consumer redressal forum seeking either the merchandise or the amount along with compensation.
- You have placed an order for 50 television sets to be delivered to your shop by the first week of June however you received the consignment in first week of July draft complaint letter
- Draft RTI application for the following
You Have not yet received your IT returns for the last year.

Q5. Draft business proposal to be sent to a company to set up a canteen serving nutritious and diet foods in the premises for the staff and students.

(10)

OR

You are the manager of a public plastic factory which has been damaged by fire draft a report to your directors informing them of the accident and your preliminary findings.

Q6. Draft the notice and agenda of the 10th annual general meeting of Suraj India textiles limited also draft the following resolutions

(10)

i) appointment of bankers

ii) adoption of common seal

Q7. Summarize the following passage and give a suitable title:

(5)

There are absolutely no two answers possible. for this question. Is plastic bad for environment?

In fact it is one of the man's worst inventions. When plastic was invented it was looked upon as a wonder invention because of the innumerable usages it lent itself to. However it soon became apparent that plastic has 1 highly negative quality that wiped out the advantage of all its uses. Plastic is non biodegradable.

This means that the waste plastic cannot be turned into any other substance that is eco friendly. You can burn turns and turns of plastic in the most advanced incinerations and all that remains is plastic. It does not change into anything else as all other inventions do. Paper burnt turns into Ash but not plastic. Glass can melt and be reformed as other glass products. But plastic burnt cannot be used to form any kind of product. Hence plastic waste contributes dangerously to environment pollution.

Here are some of the ill effects of having plastic for daily use. Thin plastic bags reach the drainage system and this causes clogging especially during the rains. If too much plastic ends up in a lake or a pond it creates a layer that denies oxygen to everything below so that no plant or animal life can service in that water body. Plastic causes water pollution as well as pollution of the soil. Hence plastic must be done away with completely. Before plastic was invented man had all the alternative possible so why have plastic at all.

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