



- Note :-
- 1) All questions are compulsory
  - 2) Figures to the right indicate full marks.

- Q. 1 Write short Notes on any two of the following. (8)
- a) Group discussion
  - b) Types of Interviews
  - c) Electronic Meetings
  - d) Role of Chairperson

- Q. 2 a) Comment on the importance of internal and external public relations with regard to an Organisation's reputation and image. (7)

OR

- b) What are the problems of group communication and how can they be over come ?

- Q. 3 a) Draft the notice and agenda for the seventh meeting at the Board of Directors of Excel Industries and a resolution for 6 Declaration of Dividends. (6)

OR

- b) Make notes of the following passage and summarise them.
- a) Education has always had two objects: on the one hand, to give skill; and on the other, to impart a valuable thing which we may call wisdom. The role of skill has become very much larger than it used to be and is increasingly threatening to oust the role of wisdom. At the same time it must be admitted that wisdom in our world is useless except for those who realize the great part played by skills, for it is increase of skill that is the distinctive feature of your world.

Although scientific skill is necessary, it is by no means sufficient. A dictatorship of men of science would very soon become horrible. Skill without wisdom may prove to be purely destructive. For this reason, if for no other, is of great importance that those who receive a scientific education should not be merely scientific, but should have some understanding of that kind of wisdom which, if it can be imparted at all, can only be imparted by the cultural side of education. Science enables us to know the means to any chosen end, but it does not help us to decide upon what ends should be pursued. If you wish to exterminate the human race, it will show you how to do it. If you wish to make the human race so numerous that all are on the very verge of starvation, it will show you how to do that. If you wish to secure adequate prosperity for the whole human race, science will tell you what you must do. But it will not tell you whether one of these ends is more desirable than another. Nor will it give you that instinctive understanding of human beings that is necessary if your measures are not to arouse fierce opposition which only ferocious tyranny can quell. It cannot teach you patience, it cannot teach you sympathy, it cannot teach you a sense of human dignity. These things, insofar as they can be taught in formal education, are most likely to emerge from the learning of history and great literature.

(12)

- Q. 4 Attempt any Three of the following
- Draft a sales letter to promote "IN ORBIT" offering a host of convenience based products and services under one roof.
  - You had placed an Order for 400 copies of Chetan Bhagat's 'The Two states'. Oxford publication has sent you 200 copies each at 'The Two stats' and 'Fire Point somone.' Draft a letter Reporting the mistake and asking for replacement.
  - Draft an RTI enquiry to find out the status of the Passport you had applied for.
  - You had purchased two cartons of swad pickles from frendz farm products. On opening the Cartons you found that one carton contained pickle bottle with expiry date march 2010. In spite of respected letters for replacement you have not received any response from them. Draft a letter to the mumbai Consumer forum requesting their help to get suitable compensation.

- Q. 5 a) As the chairperson at the Gymkhana committee you have been asked by the principal to Draft a report on the improvement of college Gymkhana facilities. (7)

OR

- b) What is report writing and what are the different Parts of report ?

