

Short notes: Any Three

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1. Ingredients of group Discussion.
2. Write a short note on selection Interview.
3. Role of Interviewer and Interviewee.
4. Conduct of meeting.
5. Types of groups.

2 Write essay type questions on any 2

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1. What is conference? What are advantages and disadvantages of a conference?
2. Define public Relation and state how external PR work.
3. What is crisis management? What are different types of Business crisis?

3 Draft any three letter

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1. You had recently ordered a consignment of 10 bales of cotton. The bales reached Mumbai port and you found the two bales contained an inferior variety of cotton. Draft a letter of complaint and suggest a mode of compensation.
2. Draft sales letter to promote the sales for "An Economy Refrigerator"
3. Write a letter of Inquiry to the wholesale cloth mart asking if they can supply 500 readymade "Bin" shirt ex-stock. Ask for pricelist and other literature.
4. Draft a petition in the form of a letter to be presented to the district forum about a refrigerator that you bought from a reputed co., and which you now find makes a loud noise, sweats and doesn't cool sufficiently. Explain how you have failed to get your complaint redressed by the company in spite of several letters.
5. Draft RTI queries for the following your request for BSNL internet connection has been delayed

4 a) Define report. What are types of Business report? Explain in brief?

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Or

4. b) The Plastic factory of which you are the manager has been badly damaged by fire? Draft an individual report to your directors, informing them of the accident and your preliminary finding.
4. c) Draft a notice for general meeting of Kerakeeya co-operative Lld., and write agenda for the same

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Draft Resolution for the following ;

- i) Appointment of secretary
- ii) " Adoption of common seal"

Q.4. d) Summarize the following

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In New Zealand, 750 years ago, a giant, and now extinct, eagle ruled the skies, swooping down on its prey of flightless birds. It preyed on the moa, which exploited an ecological niche as the large herbivore in New Zealand. These giant flightless birds were plant-eaters which grew to a height of near four meters, and weighed up to 230 kgs. In this isolated ecosystem, the two creatures fulfilled the role of predator and prey.

Scientists have known about the existence of Haast's eagle (*Harpagornis moorei*) over a century based on fossils, but the behavior of these giant birds was not entirely clear. Because of their large size

- These eagles weighed up to 18 kg and had a wingspan of three meters
- Some scientists believe they were scavengers rather than predators.

Researchers used computerized CAT scans to reconstruct the size of the brain, eyes, ears and spine of this ancient eagle. They compared their data on the Haast's eagle to modern predator birds and scavenger birds to determine that the bird was a fearsome predator that ate the flightless moa birds and even humans. The eagle quickly evolved from a much smaller ancestor, with the body growing much more quickly than the brain. In the absence of competition, the researchers say the body grew 10 times bigger during the Pleistocene period, 700,000 to 1.8 million years ago. Haast's eagle became extinct about 500 years ago, due to the extinction of its primary food source, the moa, as the hands of early Polynesian settlers.

This work is a great example of how rapidly evolving medical techniques and equipment can be used to solve ancient mysteries. It is also an example of how the oral traditions of ancient people and scientific research can sometimes reach the same conclusion. This science supports the mythology of a huge bird that could swoop down on people and was capable of killing a child.

Q.5a) Say whether 'True' or 'False'

1. Agenda is kept a secret till this meeting begins
2. Interviews are conducted by one person only
3. Public relations officers must stay away from media
4. Welcoming the candidate is more important than parting
5. The objective of the meeting should be communicated well in advance

Q.5.b) Match the following

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Group A	Group B
1) Chairperson	1) Published company profile
2) Web Page	2) Ensures proper conduct of meeting
3) conference	3) Both entertain and Instructs
4) Films	4) Common theme
5) SWOT analysis	5) Enable self assessment

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Q.5. c) Fill in Blanks

1. The first step in the WASP technique is _____.
2. _____ meetings are conducted once a year
3. Crises management is the work of Professionals.
4. Government bodies are a part of _____.
5. Paper work is the responsibility of _____.