

Q. 1 Fill in the blanks with suitable options.**40**

1. A interview is also known as Job interview.
(Selection / Exit / Grievance / Appraisal)
2. is a list of items to be deliberated upon in a meeting.
Agenda / Notice / Resolution / Minutes
3. The meeting begins when there is a
- (Quorum / Notice / Agenda / Resolutions)
4. is an ongoing activity.
(Public Relations / Meetings / Group Discussions / Conference)
5. A/An provides a personal touch which promotes goodwill.
(Open House / Press Conference / Exhibition / journal)
6. are designed to be handed out to people for sales promotion.
(Leaflets / Reports / Memos / Letters)
7. A / An Provides written intimation about the date, time and venue of a business meeting. (Notice / Resolution / Agenda / Minutes of meeting)
8. Recommendations are based on the findings of a Business
- (Report / Letters / Summary / Memos)
9. are an example of Upward communication.
(Suggestion Schemes / Order / Instructions / Information)
10. Catalogues, Price – list and Product Literature are sent by a seller in response to a letter of
- (Order / Complaint / Claims / Inquiry)
11. A conference should be
- (Need based / Choice based / Quality based / Quantity based)
12. Interviews are conversations with
- (Fun / Purpose / Friendliness / Informality)
13. is the one who is being interviewed.
(Interviewee / Interviewer / Employee / Candidate)
14. Meetings are conducted once a year.
General Members / Special / Annual General / Executive)
15. Transparencies must be covered with ----- paper.
(A4 size / Opaque / Full Scape / Cardboard)
16. helps to improve the efficiency and motivation of the employee.
(Grievance Interview / Exit Interview / Selection Interview / Appraisal Interview)

17. The first step in the WASP technique is.....
(Wi – Fi for the candidate / Wish from the candidate / Welcoming the candidate / Work from Home)
18.helps in building a good image of the company.
(Publicity / Propaganda / Communications / Public Relations)
19. is /are element of body of a business report?
(Glossary / Cover letter / Recommendations / Executive)
20. What is the time limit to get the information under RTI Act 2005?
(15 days / 45 days / 60 days / 30 days)

Q. 2 Attempt any One.

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- a. How should an Interviewer prepare himself for an interview?
- b. What is an Interview? Enumerate the types of Interviews.
- c. Define meeting. What are the advantages and Disadvantages of Committee Meeting?

Q. 3 Attempt any One.

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- a. What is mean by Conference? What are the different Types of Conferences?
- b. Define Public Relations. List and explain any five measures to promote the Internal Public Relations of an Organisation.
- c. Define Public Relations. Discuss its purpose and objectives in modern business.

Q. 4 Attempt any One.

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- a. Rain Care of Dadar would like to know more about the Umbrellas and Rainware manufactured by M/s Mehta and Shah. Draft their letter of Inquiry.
- b. A to Z stationary store had ordered a variety of pens from Cello Pen Dealers. On receiving the delivery of the consignment, they found that an entirely different set of articles has been sent to them. Draft their **complaint** and claim letter asking for replacement of goods.
- c. Draft a **sales letter** to promote Diet Ice-Cream.

Q. 5 Attempt any One.

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- a. Amrit Lal had paid his telephone bill in time, yet his telephone line was disconnected on charge of non – payment. this has happened for the third consecutive month. Draft a letter on his behalf addressed to the **Consumer Redressed Forum** seeking compensation for the harassment and immediate restoration of the connection. Use the complete block layout.
- b. As per the instructions of the Director, the Employees Welfare Committee appointed a committee to study and consider improving the canteen facilities of the company. Draft an **Investigative report**.

- c. Draft an **RTI Letter** seeking information regarding your application for a passport has not been processed in spite of having submitted all documents required over two months ago.

Q. 6 Write short notes (Any Two)

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- a. 4 Principles of Effective Presentation
- b. Videoconferencing
- c. Functions of the Public Relations Department of an Organisation
- d. Importance of Interview
- e. Executive Meeting

