Q.1. Explain the formal communication network in an organisation. (10)

Q.2. Identify the factors which influence delivery of a business presentation. (10)

Q.3. What are the qualities of a successful proposal? 
   OR 
   Briefly describe any five graphics which are used in reports. (5)

Q.4. Write an acknowledgement letter on receipt of a cheque from a guest. Assume all necessary details. 
   OR 
   Write a letter to XYZ company enquiring about the latest washing machines for the laundry division. Assume all necessary details. (5)

Q.5. List five sentences for making polite suggestions to the guest. 
   OR 
   Write a telephonic conversation (of at least five exchanges) between a front office executive and a guest regarding reservation of a suite. (5)

Q.6. What is memorandum? (5)
Q.7. Write short notes on any two of the following:
   (a) Agenda
   (b) Notice
   (c) Minutes
   (d) Circular

Q.8. Choose the correct option:

(i) The date, inside address, salutation and complementary close are all parts of:
   (a) E-mail correspondence
   (b) Letters
   (c) Memorandum
   (d) All of the above

(ii) E-mail can be classified as:
   (a) Informal
   (b) Formal
   (c) Casual
   (d) All of the above

(iii) The most frequently read part (s) of a report is/are:
   (a) The beginning and the ending
   (b) The findings
   (c) The endings
   (d) The graphics

(iv) Which of the following audiences would you be more likely to send a letter?
   (a) your boss
   (b) Your co-worker
   (c) A customer
   (d) None of the above

(v) E-mail has grown so rapidly in business because:
   (a) It is cheap
   (b) It permits a written record
   (c) It eliminates ‘telephone tag’
   (d) All of the above

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