Q.1. Explain the following in 3-4 lines:
(a) Bio-Data  (b) Order  (c) Horizontal communication
(d) Grapevine  (e) Circular  (f) Memorandum
(g) D.O. letter  (h) Information

(8x2=16)

Q.2. Differentiate between any two of the following:
(a) Advice and Suggestion
(b) Negotiation and Persuasion
(c) Order and Warning

(2x5=10)

Q.3. Write an application for two days leave to your Manager for attending wedding of your friend.

(7)

Q.4. What etiquettes you will observe while taking down a telephone message from a hotel guest?

(7)

Q.5. State True or False:
(a) Memo is a short form of Memorandum.
(b) D.O. letter is a formal letter.
(c) Enquiry letter is not a formal letter.
(d) Covering letter is sent along with the bio-data.
(e) Circular is addressed to a person.

(5x2=10)

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