Before answering the question paper the candidate should ensure that they have been supplied the correct question paper. Complaints in this regard, if any, shall not be entertained after the examination.

Note: Attempt any five questions and all questions carry equal marks.

SECTION-A

Q.1 (a) Correct the following sentences: (10)
   a. She has long and black hair.
   b. I saw a black white dog there.
   c. It was cold, dry, windy.
   d. She is older than her brother.
   e. Mice lives in a holes.

(b) Name the part of the sentences in which you find error, rewrite the sentences with error the rectified: (10)
   a. Boys generally enjoy to play cricket nowadays.
      A                         B                    C
   b. I do not mind to clean the kitchen when the maid does not come.
      A                         B                          C
   c. She is working very hard these days for passing this examination this year.
      A                            B                                  C
   d. He is usually punished to come late by his master.
      A                               B                     C
   e. Some teachers suggested to postpone the half yearly examination to the month of January.
      A    B      C
Q2. (a) Give a short note on following topics: 
- Communication.
- Notice.
- Public speaking.
- Request letter.
- Business letter.

(b) What do you mean by business writing? What are the common errors in business writing? (10)

Q3. (a) What are the seven C's of Communication? (10)

(b) Write a job application in response to the advertisement: (10)

‘Wanted an export manager on a salary of Rs. 45,000 (p.m). M.B.A. with technical background preferably with B.E./B.Tech degree and having at least 2 years of field experience in export and liaison work with software firms globally only need apply with particulars to Box 750, Times of India within 15 days.’

SECTION-B

Q4. (a) Put in semicolons, colons, dashes, quotation marks, Italicics (use an underline), and parentheses wherever they are needed in the following sentences. (10)

1. The men in question Harold Keene, Jim Peterson, and Gerald Greene deserve awards.
2. Several countries participated in the airlift Italy, Belgium, France, and Luxembourg.
3. Only one course was open to us surrender, said the ex-major, and we did.
4. Judge Carswell later to be nominated for the Supreme Court had ruled against civil rights.
5. In last week's New Yorker, one of my favorite magazines, I enjoyed reading Leland's article How Not to Go Camping.
6. Yes, Jim said, I'll be home by ten.
7. There was only one thing to do study till dawn.
8. Montaigne wrote the following A wise man never loses anything, if he has himself.
9. The following are the primary colors red, blue, and yellow.
10. Arriving on the 8 10 plane were Liz Brooks, my old roommate her husband and Tim, their son.
11. When the teacher commented that her spelling was poor, Lynn replied All the members of my family are poor spellers. Why not me?
12. He used the phrase you know so often that I finally said No, I don't know.
13. The automobile dealer handled three makes of cars Volkswagens, Porsches, and Mercedes Benz.
14. Though Phil said he would arrive on the 9 19 flight, he came instead on the 10 36 flight.
15. Whoever thought said Helen that Jack would be elected class president?
16. In baseball, a show boat is a man who shows off.
17. The minister quoted Isaiah 5 21 in last Sunday's sermon.
18. There was a very interesting article entitled The New Rage for Folk Singing in last Sunday's New York Times newspaper.
19. Whoever is elected secretary of the club Ashley, or Chandra, or Aisha must be prepared to do a great deal of work, said Jumita, the previous secretary.

(b) What are cardinal principles in effective communication. Define its types. (5+5)

Q5. (a) Mention the fundamental function of writing an effective business letter. (10)

(b) Write a letter to Messers Harrion Co.Ltd, Mumbai making a complaint that the goods received and ask for compensation. (10)

Q6. (a) What do you mean by business manners? (6.5)

(b) What are net etiquettes? Define (6.5)

(c) What are the etiquettes must follow on the telephonic conversation? (7)