

**III Semester B.Com. Examination, November/December 2009**  
**(Semester Scheme)**  
**BUSINESS COMMUNICATION (Part – B)**

Time : 1½ Hours

Max. Marks : 45

## SECTION – A

(15)

1. Answer sub-question (a) and any 7 sub-questions of the remaining. (1+2×7=15)
- a) Expand the term C.I.F.
  - b) State any four methods of giving orders.
  - c) Define communication.
  - d) Briefly mention any two elements of a complaint letter.
  - e) What is 'Salutation' ?
  - f) What is a bank draft ?
  - g) What is a Trade Enquiry ?
  - h) What is meant by 'Franko Price' ?
  - i) What points should we consider while drafting letters to various government departments ?
  - j) What is surrender value ?

## SECTION – B

(30)

Answer **any two** questions. **Each** question carries **15** marks.

2. Little Star Garments, Central Commercial Complex, J.B. Nagar, Bangalore had placed order for supply of specified children garments to M/s Raju Brothers, Coimbatore, Tamil Nadu. The latter informed the former of its inability to supply on scheduled date due to shortage of raw materials, transport and labour problems. It wishes to further time to execute the order. Draft a convincing letter.

3. Peter and Company have suffered damage of 75 boxes of electrical items meant for consignment to Mumbai and 2 systems of a very high configuration due to accidental fire that broke out in their stores. Draft a letter making claim to the Goodwill Insurance Company, MG Road, Bangalore.

The approximate cost of the loss is around 80 lakhs.

4. Fine Draper Private Limited, Bangalore had moved over to a larger premises at 100 Feet Road, Koramangala, Bangalore in order to accommodate large stock and provide good ambience to the customers. Draft a circular letter informing customers about shifting of the business.
  5. Write a complaint letter about inordinate delay in the supply of PCL office systems ordered by Alliance Company, Brigade Road, Bangalore to Bharath Limited Company, Mysore.
-