

Please check whether you have got the right question paper.

- N.B:
1. All questions are compulsory.
  2. Figures to the right indicate full marks.

a) Explain the following terms in 2-3 sentences **(any 5)** :

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1. Online interview
2. Closed questions in an interview
3. Quorum
4. Agenda
5. Fliers
6. Group dynamics
7. Standing committee
8. House journal

b) Match the following :

05

- | A                            | B   |
|------------------------------|---|
| 1. Group discussion          | a. Open House   |
| 2. Resolutions               | b. Interaction at the time of leaving an organization |
| 3. Internal Public Relations | c. Technique for selection of a candidate             |
| 4. Skype                     | d. Decisions taken at a meeting                       |
| 5. Exit interview            | e. Video-chat   |

Write short notes on: **(any four)**

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1. Preparation to be made by a candidate before a selection interview
2. Appraisal interview
3. Role of the chairperson in a meeting
4. Advantages and disadvantages of meetings
5. Grievance interview
6. WASP technique of conducting an interview

Answer the following questions **(any two)**:

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1. Define 'Public Relations'. Discuss the measures taken by Public Relations Department to influence external publics of an organization.
2. What are conferences? Discuss the advantages and disadvantages of conferences.
3. Define 'committees'. Discuss the importance and the types of committees in an organization.

Attempt the following letters **(any four)** :

1. Your college wishes to setup a new computer lab and needs to buy 50 computers. Write a letter of inquiry to Bharat Computers enquiring about price list and other details. 20
2. A to Z stationery store had ordered a variety of pens from Star 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.
3. Write a sales letter promoting **any one** of the following products:
  - i) A washing machine
  - ii) A new brand of toothpaste

(P.T.O)

4. Dr. M.Tharu of Mumbai ordered a mobile phone from 'Trade line'-an online shopping portal and made the payment by credit card. The product never got delivered to him and the online shopping site has not responded to his complaints.

Write a letter to Consumer Grievance Redressal Cell making a complaint about the issue & seeking adequate compensation.

5. You had applied for a passport two months back and have not received any updates about it. Write an RTI query asking about the status of your application, the process of issuing a passport and the time taken for the same.

- Q.5 Draft a Business proposal to be sent to Prim and Proper Finishing School for starting a Basic computer certificate course in their campus on a revenue sharing basis. 10

OR

After receiving many complaints from students and teachers about the college canteen food of Excellent College, a committee of students and teachers was set up by the Principal to study the hygiene of the college canteen.

Draft the covering letter and committee report making suitable recommendations.

- Q.6 Draft the Notice and Agenda of the 5<sup>th</sup> Annual General Meeting of Deepak Fertilizers Ltd. Also draft the following resolutions : 10

1. Declaration of dividend
2. Appointment of Auditors

- Q.7 Summarize the following passage: 05

Australian scientists warned drivers and passengers of new cars that danger lurks within their brand new vehicles. It is not the soft fabric or the leather that encases comfortable bucket seats, or the shining new dashboard, or the designs of the sporty steering wheel that harbor the danger. It is the reassuring smell of the new car that spells danger. The odour actually contains high levels of toxic air emissions that can make the driver and the passengers ill.

A research organization in Australia conducted a comprehensive research on three cars. Drivers were asked to keep logs on how they felt and reacted to the plush interiors of their cars. The researchers also carried out observations on the reactions of the drivers and at the same time interviewed them. The results revealed that the very smell of a new car that enthalls the new owner, contains high levels of toxic emissions. What is even more alarming is the fact that these toxic emissions are present in cars even after 6 months or longer of leaving the showroom. Anecdotal evidence during the study revealed that drivers were becoming ill when they drove their new cars. A lawyer reported being ill with headaches, lung irritation, and swellings for several days after collecting a new car and driving it only for 30 minutes. The Commonwealth Scientific & Industrial Research Organization (CSIRO) is Australia's main scientific body. They conducted a research on the toxicity of the interior of new cars over a period of two year. Steve Brown, the head of the CSIRO's air quality control research unit draws parallel between the home and the car. He says, "Just as air inside our homes and work place is often more polluted than the air outside, so sitting in your new car can expose you to levels of toxic emissions that are many times beyond health guideline goals."