

101

30

Q.P. Code :32071

[Time: Three Hours]

[Marks:100]

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**.

1. (a) Explain the following terms in 2-3 sentences: **(any five)** (10)
1. Panel interview
  2. Notice of a meeting
  3. Videoconferencing
  4. House journal
  5. Suggestion box
  6. Standing committee
  7. Webinar
  8. Crisis management

- (b) Match the following (05)

1. Internal Public Relation	a. Interaction at the time of leaving an organization
2. Group discussion	b. Minimum number of participant required for the meeting
3. Resolution	c. Open house
4. Quorum	d. Technique for selection of a candidate
5. Exit interview	e. Decisions taken at a meeting

2. Write a short note on **(any four)** (20)
- a) Grievance interview
  - b) Role of chairperson in a meeting
  - c) Preparation and conduct of meeting
  - d) Appraisal interview
  - e) Role of participant in a meeting
  - f) Interviewee's preparation for the job selection interview

3. Answer **any two** of the following: (20)
- A) What is a Conference? Discuss steps in organizing a successful conference.
  - B) Define Public Relation what methods are employed by the Public Relation Department to create good external relations?
  - C) Define committee. Describe how different committees can contribute to the success of an organization.

4. Attempt any four of the following: (20)
- (i) Draft a letter of inquiry, asking for details of home furniture to furnish your new apartment.
  - (ii) You had placed an order for fifty sunglasses to be delivered to your shop by the first week of May. However, you received the consignment in the first week of June. Draft a letter of complaint.

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- (iii) Draft a sales letter to promote the sales of any one of the following products:
  - a) Ice cream
  - b) Bicycle
- (iv) You purchased a microwave oven from Ajay Sales. The microwave oven however did not function properly from the time it was delivered. You complained to the store authorities to which they responded by sending a technician who repaired it. The problem recurred. You requested Ajay Sales for a replacement which they refused to entertain. Write a letter to the Consumer Forum requesting them to help to get the microwave oven replaced.
- (v) You have been receiving irregular water supply in your residential area for the past two months. Draft an RTI query, addressed to the Municipal Corporation asking for reasons for the irregularity.

5. Attempt any two of the following:  
Draft a business proposal to be sent to a company to set up a canteen serving nutritious food in their premises for their staff (10)

Or

A committee has been formed to investigate the possibilities of setting up a branch of Cross Fit gymnasium and Yoga center in your college. Draft the covering letter and report of the committee with favorable suggestions.

6. Draft the Notice and Agenda of the 5<sup>th</sup> Annual meeting of Star Pharmaceuticals Ltd. Also draft Resolutions for the following items: (10)
- (i) Declaration of dividend
  - (ii) Appointment of bankers

7. Summarize the following passage giving it a title:

The Rashtrapati Bhavan, located on the western end of Rajpath in New Delhi, is the official residence of the President of the world's largest democracy-India. It is the most iconic monument in India. It was originally built with the intent of serving as the British Viceroy's House. With its 340 rooms in the main building covering 5 acres on an estate of 330 acres, it is one among the largest residences of a Head of State in the world, in terms of area. Rashtrapati Bhavan was the creation of two great architects, Sir Edwin Lutyens and Herbert Baker. Besides the President's official residence, halls, guest rooms and offices the Rashtrapati Bhavan also includes a large Presidential garden called the Mughal Gardens, large open spaces, residences of bodyguards and staff, stables, other offices and utilities within its perimeter walls. Every year, the Mughal Gardens behind the Rashtrapati Bhavan is opened for public during the festival called Udyanotsav. It was in the British era that the construction of the Rashtrapati Bhavan took place. Hard work of thousands of labourers including masons, carpenters, artists, carvers and cutters saw the completion of the Rashtrapati Bhavan in the year 1929.

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