

Please check that you have the correct Question Paper.
N.B: All questions are compulsory.

Q.I. A. Fill in the blanks with suitable options: (Any 08)

[08]

1. _____ are based on the Findings of a Business Report.
(Recommendations / Terms of Reference / Appendix)
2. A _____ is a powerful means of communication within an organisation.
(Press Release / Television / House Journal)
3. When a _____ is passed in a Meeting it becomes a Resolution.
(Motion/ Judgment/ Declaration)
4. A _____ is a decision making body.(Conference / Symposium / Committee)
5. A Job Interview is also known as a _____ Interview. (Selection /Selector / Segregation)
6. Catalogues, price-lists and other literature may be sent by the seller in response to a Letter of _____.(Order / Complaint / Inquiry)
7. AIDA stands for Attention, _____, Desire and Action. (Internet / Interest / Intranet)
8. A District Consumer Commission deals with complaints up to the value of Rs._____.
(Twenty Thousand/ Two Lakh/ Twenty Lakh)
9. The Right to Information Act was passed in the year _____. (2005 /2006 /2007)
10. The third stage of a Selection Interview is _____.
(Parting/ Supplying Information/Acquiring Information)

Q.I. B Match the following: (Any 07)

[07]

- | | |
|----------------------------|--|
| 1. Dynamics | a. Vote of Thanks |
| 2. Delegates | b. Review of Subordinates' Performance |
| 3. Flier | c. Videoconferencing |
| 4. Last Item in the Agenda | d. Written Intimation about a Meeting. |
| 5. Notice | e. Specialised Periodical Publication |
| 6. Newsletter | f. Force |
| 7. Skype | g. Promotional Material |
| 8. Feasibility Report | h. Participants at a Conference |
| 9. Structured Interview | i. Pre-planned |
| 10. Appraisal Interview | j. Studies the Prospects of Starting a New Venture |

- Q.II. A. Define Interview. How should an interviewer prepare to conduct a Selection Interview? [08]
B. What is a Conference? Discuss the various ways to ensure the successful organisation of a conference. [07]

OR

- C. What is a Grievance Interview? Why and how should it be conducted? [08]
D. Define Public Relations. List and explain any five methods of promoting Internal Public Relations in an organization. [07]

- Q.III. A. Rashmi Shetty wants to purchase a Platinum vacuum cleaner. Write a Letter of Inquiry on her behalf to Sam Electronics, Grant Road, Mumbai inquiring about the various models, their features and prices. Use the Complete Block layout. [08]

Turn Over

