

Q.P. Code :32072

[Time: Three Hours]

[ Marks:100]

Please check whether you have got the right question paper.

- N.B: 1. Question.No.1 is compulsory.  
2. Figures to the right indicate **full** marks.

- Q.1 A. Explain the following terms in 2 – 3 sentences: (**Any Five**) 10
1. Closed questions
  2. A report
  3. Agenda
  4. Bulletin
  5. Consensus
  6. Quorum
  7. Meeting
  8. Interview

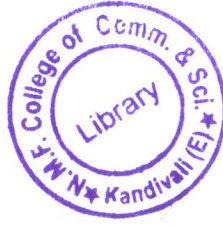
- B. Match the following: 05

A	B
1. Decisions taken at meeting	a. Selection interview
2. Conference	b. Resignation
3. Promote sales	c. Resolutions
4. WASP Technique	d. Discounts
5. Exit interview	e. Keynote speaker

- Q.2 Write short notes on (**Any Four**):- 20
- a. Grievance interview
  - b. Role of the participants in a meeting
  - c. Appraisal interview
  - d. Webinar
  - e. Advantages of meetings
  - f. Preparation to be made by candidate before a selection interview.

- Q.3 Answer the following questions: (**Any Two**) 20
- 1) Define 'Committee'. Discuss the advantages and disadvantages of Committees?
  - 2) What is a Conference? What are the preparations to be made for holding a conference?
  - 3) Define 'Public Relations'. Discuss the various measures for promoting Internal PR.





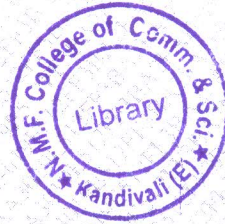
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- Q.4 Draft the following letters (**Any Four**) 20
- 1) Your college needs to replace the water filter cum coolers in the premises. Write a letter of Inquiry to Cool Guard Technology Solutions, Mumbai.
  - 2) Ms Reema bought a food processor by paying rupees 3000. The food processor makes alarming noises while grinding. Draft a complaint letter to ABC Electronics on behalf of Ms. Reema.
  - 3) Draft a sales letter for the promotion of **any one** of the following:  
A) Smart phone                      B) Hair oil
  - 4) Write a petition in the form of a letter to be presented to the District Consumer Forum about a refrigerator which has turned out to be a defective piece that you bought from much advertised Topsy Turvy Electronics, Malad who ignored all your complaints.
  - 5) Your application for an educational loan is not processed despite you having completed all the formalities of XYZ Bank, Mumbai. Draft a RTI petition to question the delay.
- Q.5 1) A manufacturing company of Ayurvedic beauty products from Himachal Pradesh wants to set up a sales counter at Viva Salon, Pune. Draft a business proposal to be submitted to the Manager. 10
- OR**
- 2) As the Chairperson of the Committee that has been appointed to investigate the causes of decline in sales at Premier Industries Ltd., draft your report with a covering letter. 10
- Q.6 Draft the Notice and Agenda of the 2<sup>nd</sup> AGM of Micro – Cell Software Solutions Pvt. Ltd., New Delhi. Also draft the following Resolutions – 10
- 1) Approval of the Annual Report
  - 2) Appointment of the company Treasurer
- Q.7 Summarize the following passage and give a suitable title: 05
- There are absolutely no two answers possible for this question. Is plastic bad for environment? In fact, it is one of man's worst inventions. When plastic was invented, it was looked upon as a wonder invention because of the innumerable usages it lent itself to. However, it soon became apparent that plastic has one highly negative quality that wiped out the advantages of all its uses. Plastic is non – biodegradable. This means that waste plastic cannot be turned into any other substance that is eco – friendly. You can burn tonnes and tonnes of plastic in the most advanced incinerators and all that remains is plastic. It doesn't change into anything else, as all other inventions do. Paper burnt turns into ash, but not plastic. Glass can melt and be re – formed as other glass products. But Plastic burnt cannot be used to form any kind of product. Hence, plastic waste contributes dangerously to environment pollution.



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Here are some of the ill effects of having plastic for daily use. Thin plastic bags reach the drainage system and this causes clogging, especially during the rains. If too much plastic ends up in a lake or a pond, it creates a layer that denies oxygen to everything below so that no plant or animal life can survive in that water body. Plastic causes water pollution, as well as pollution of the soil. Hence plastic must be done away with, completely. Before plastic was invented, man had all the alternatives possible, so why have plastic at all?



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