

Roll No.

Subject Code—841-X

M. Com. (Part I) EXAMINATION

MC-102

COMMUNICATION &
SECRETARIAL PRACTICE

Time : 3 Hours

Maximum Marks : 100

Note : Attempt *Five* questions in all. Q. No. 1 is compulsory. All questions carry equal marks.

1. (i) What is business communication ?
- (ii) Which are the parts of a business letter ?
- (iii) What is a notice ?
- (iv) Explain the meaning and conditions of chorum.
- (v) What are various methods of voting ?
- (vi) Differentiate between quotation and tender.

- (vii) What is an agenda ?
 - (viii) What are the objectives of Company Law Board ?
 - (ix) When is an order cancelled ?
 - (x) What are the features of franchise ?
2. Discuss the importance and features of business communication. Which factors influence its effectiveness ?
 3. What are the various forms of business correspondence ? Which form is more practised than others and why ?
 4. What are the objectives of a company's correspondence with its shareholders ? Which information is provided by this correspondence ? How is it different from the correspondence with general public ?
 5. What are the essentials of a meeting ? How is the agenda for a meeting decided ? How can a meeting be effectively conducted ?

6. Discuss various enquiries covered under business correspondence. How can the enquiry handling system be made more effective ?
7. What are the advantages of franchise for the company and the franchise ? What are the costs and risk involved in it ?
8. Write short notes on the following :
 - (i) Minutes of meeting
 - (ii) Trade references
 - (iii) Proxy voting
 - (iv) Execution of orders.