

MEPL CLASSES
CSEET – BUSINESS COMMUNICATION
Lesson 3 - Business Correspondence
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Time Allowed : 1 Hour

Maximum Marks : 30

Note:

1. Answer all questions.
2. Working notes, wherever necessary, should form part of the answer.
3. Answers should be brief, precise and to the point.

Question 1

Explain the following terms: (Any FIVE)

(2 Marks each = 10 Marks)

- (a) Business Letter
- (b) Business Message
- (c) Business Report
- (d) Memorandum
- (e) Office Circular
- (f) Office Note
- (g) Management Information System (MIS)

Question 2

Answer the following questions: (Any TWO)

(5 Marks each = 10 Marks)

- (a) Explain the essential parts of a good business letter. Discuss why each part is important.

OR

- (b) Differentiate between Positive Messages, Negative Messages and Persuasive Messages with suitable examples.

OR

(c) Explain the layout of a business letter. Why is proper layout important in business communication?

Question 3

Long Answer Question (Attempt Any ONE) (10 Marks)

(a) What is Inter-Departmental Communication? Explain the various forms of inter and intra-departmental communication used in an organisation.

OR

(b) Define Business Report. Explain the different categories of business reports and their importance in managerial decision-making.

OR

(c) What is Management Information System (MIS)? Discuss its significance in effective business communication and organisational functioning.

