

Time: 2 ½ Hrs

Marks: 75

B.C.

N.B: 1. All questions are compulsory.

2. Figures to the right indicate full marks.

1.A. Fill in the blanks:

[5 marks]

- a. OHP stands for _____.
- b. The first step of WASP technique is _____.
- c. Proficiency of an employee is judged through _____ interview.
- d. _____ meetings do not follow strict rules of procedure.
- e. A research paper is analysed at a _____.

1.B. Define the following terms:

[10 marks]

- a. Grievance interview
- b. Agenda
- c. Executive Meeting
- d. Symposium
- e. Public Relations

2. Write short notes on any 3 of the following:

[15 marks]

- a. Role of the interviewer
- b. Group Dynamics
- c. Exit Interview
- d. Role of the leader in Group discussion
- e. Role of the convener of a meeting

3. Answer any two of the following:

[15 marks]

- a. What care will you take to ensure successful conduct of a conference?
- b. Internal Public Relations improve the bond between the employer and the employee.
Elaborate.
- c. Why are conferences held by organisations? Discuss the modern methods of conferencing.

4. Attempt any three of the following:

[15 marks]

- a. Rajkumar Lightings Co. Ltd. Wants to buy CFL lights and store them as he expects a huge demand for them during Diwali. The company makes inquiry about the different varieties of CFL available from Bright Lights Wholesalers. Draft the company's letter of inquiry on their behalf.
- b. Draft a promotional leaflet to promote a Food Chain outlet.
- c. Rakesh is delivered the wrong cake on the occasion of his daughter's birthday. Annoyed, he writes a letter of complaint to Amar Bakery describing the disappointment of his family. Draft a letter of complaint on his behalf.
- d. Mr. S.K. Sawant applied for a Mhada house and was selected to receive the house but he has not received the house even two years after that. Draft a RTI petition on his behalf questioning the delay in the handing over of his house.
- e. Ashwini is an established music composer. She gave her music to a particular film. She now finds that the producer is planning to use the same in another movie as well, without paying her royalty for the same. Draft her letter to the consumer cell demanding royalty and compensation from the film producer.

5.A. (i) A committee has been appointed to look into the problem of breakage of benches, switch boards and tubelights in the classrooms of Savitri College. Draft the committees report.

OR

[7 marks]

5.A. (ii) Mumbai University has appointed a committee to look into the complaints of paper leakage that has lately been making newspaper headlines and marring the good name of the university. Draft the committee's report.

[7 marks]

5.B. Draft the notice cum agenda for the Annual general Meeting of Saraswaati Dnyan Prasarak Samittee. Also draft resolutions in the following instances-

[4 marks]

- (i) Condolence on the passing away of a Peon.
- (ii) Appointment of a clerk.

5.C. Summarize the following passage:**[4 marks]**

Constant failure to deliver what is expected of you can become a major hindrance in your professional growth. It's important to stop giving excuses every time you are unsuccessful. Accepting your failure and learning from your mistakes is the way to go. Excuses at the workplace can vary from major hiccups like missing deadlines to others like walking in late, leaving early, not being present at a said time at a said place, evading responsibilities, shirking work among others. There is no denying the fact that failure and success are two sides of the same coin, and it is not obligatory to succeed in all your endeavours every time.

People who make excuses dread taking up responsibilities. Therefore, to begin with, learn to take up responsibility for the tasks that are assigned to you. In case you think you are unable to cope with something, you can always seek advice or assistance from your colleagues or seniors. People who indulge in excuses are either egoistic or lack confidence. Giving a 'convincing' excuse may get you out of a clutter for once. But making it a habit will eventually raise a question on your credibility as an individual as well a professional.

Making a conscious effort towards not getting into the excuse mode everytime you are held accountable will eventually help you overcome this habit. If given an option, take up only those responsibilities which you think you can do justice to. If your senior at work provides you feedback or criticism, you are privileged to have a mentor in him or her. Do not try to dodge it. Always use criticism to your own benefit. So the next time you are held accountable for a missed deadline, remember to keep your apology straight.