

- N.B.**
1. All questions are compulsory.
 2. Figures to the right indicate marks.

Q.1 A) Describe in detail the procedure of conducting a conference. 10

OR

B) Define 'Interview' and discuss in detail any three types of interview.

OR

C) What is internal public relations? Describe some of the ways public relations personnel can use to build good will within the organisation.

Q.2 A) Draft a notice with Agenda for the first board meeting of a company. 8

B) Draft any two resolutions that are passed in the Board Meeting of the company.

Q.3 A) Write a letter to Peppy Paper Co., 29-B, Fountain Road, Fort, Mumbai - 400 001, asking for a quotation for a supply of notebooks, graph paper and registers on monthly basis for your stationery shop. 6

B) A regular customer has failed to reply to the preliminary invoice sent to him. Giving him the benefit of doubt write a letter enclosing a duplicate copy of the bill. [Use the Full Block Form] 6

Q.4 A) **Draft a sales letter on any one.** 6

- 1) Designer Jewellery.
- 2) A personal stereo system with cordless headphones.

B) Write a letter to the District Forum asking for relief, for medical expenses incurred due to mild food poisoning caused by consumption of adulterated sweets sold by Saltriya sweets who have refused to entertain your complaints. When requesting inspection, provide all relevant details of purchase. 6

Q.5 A) As the G.S. of the Student's council of your college, submit the report to the Principal on the necessity of opening a fully equipped gymkhana in your college. 8

OR

B) A committee has been appointed to look into the case of a big financial fraud that took place in your company. As the chairman of the company, draft suitable report along with a covering letter.