

MAHARASHTRA STATE BOARD OF VOCATIONAL EXAMINATIONS, MUMBAI

Examination, July 2014

CERTIFICATE COURSE IN COMPUTERIZED ACCOUNTING USING TALLY

[ἑἶναι—3 ἰἑἶναι]

(BEthÉ NÖÉ—100)

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[illegible]

(ENGLISH)

[TIME ALLOWED — 3 HOURS]

(MARKS — 100)

BUSINESS COMMUNICATION (PRACTICAL-I)

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| 1. (a) What is the process of communication? Explain its each element | 10 |
| (b) Differentiate between Verbal and Non-verbal communication ? | 10 |
| 2. (a) Discuss the importance of Technical Report. | 10 |
| (b) What is an Enquiry Letter? Explain with example ? | 10 |
| 3. Write short notes (any <i>four</i>) :— | 20 |
| (a) Any two non-verbal methods of communication. | |
| (b) Environmental barriers to communication. | |
| (c) Encoding and decoding. | |
| (d) Group discussion. | |
| (e) Horizontal communication. | |
| 4. Attempt the following :— | 20 |
| You have recently opened your new office and are eager to have the latest equipments and appliances for the office within the least possible time. Write a letter to the supplier of office equipments and appliances to provide the latest catalogue and price list | |
| <i>OR</i> | |
| Draft an application letter for the post of a senior Engineer in a Telecom Company, located in Mumbai. | |
| 5. (a) Term Work. | 10 |
| (b) Oral. | 10 |
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