

**2020**

**ENGLISH — GENERAL**

**Paper : SEC-A-2**

**(Business Communication)**

**Full Marks : 80**

*The figures in the margin indicate full marks.*

*Candidates are required to give their answers in their own words  
as far as practicable.*

1. (a) M/s ABC Electronics had supplied to your retail shop a batch of IFB washing machines, many of which were found to be defective. Write a letter to the Sales Manager of the company cancelling the order and demanding a refund. 15

*Or,*

- (b) Write a letter to the Manager of a refrigerator manufacturing company complaining about the delay in supplying the ordered consignment. 15
2. (a) A company in Bengaluru has advertised for the post of Office Executive from B.Com. graduates with at least two years of experience in data processing. Write an application with your curriculum vitae in response to the advertisement. 15

*Or,*

- (b) Write a letter to the Principal of a school attaching a C.V. in response to the following advertisement :  
Wanted a post-graduate candidate with two years of experience for teaching History in a high school. Apply to the Principal, ABC School, Kolkata-34. 15
3. (a) Write an e-mail to XY Suppliers expressing your interest in entering into a partnership with the firm. 15

*Or,*

- (b) Write an e-mail inviting a Resource Person to speak on “Online Teaching : amidst pandemic situation, 2020” in your institution. 15
4. (a) You are the Marketing Manager of a business firm in Pune. Write an annual report of the sales, profit and loss of the firm in the financial year 2019-2020 to be placed before the Board of Directors. 15

*Or,*

- (b) Write a newspaper report on the devastation caused by a recent flash flood. 15

**Please Turn Over**

5. Write the minutes of the Annual General Meeting to be held on 12-04-21 at PQ Enterprises based on the Notice given below : 20

**Notice**

- (a) Confirmation of the minutes of the previous meeting.
- (b) Matters arising thereof.
- (c) Appointment of an accountant.
- (d) Enhancement of salary of the employees.
- (e) Miscellaneous.

All staff members are requested to attend.

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