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Name.....

Reg. No.....

**FOURTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION
APRIL 2026**

Functional English

FEN 4B 06—BUSINESS ENGLISH

(2019 Syllabus)

Time : Two Hours and a Half

Maximum : 80 Marks

I. Answer the following questions in two or three sentences. All questions can be answered. Each question carries 2 marks. Ceiling - 25 marks :

- 1 Memo.
- 2 Quotation letter.
- 3 Importance of cover letter.
- 4 Adjustment letter.
- 5 Collection letter.
- 6 Vertical communication.
- 7 Email.
- 8 Complimentary close.
- 9 Appointment letter.
- 10 Nota Bene.
- 11 Circular.
- 12 Types of correspondence.
- 13 Demi official letter.
- 14 Expand CV.
- 15 Complaint letter.

Turn over

II. Answer the following questions in *a paragraph*. All questions carry 5 marks. Ceiling - 35 marks :

- 16 Essentials of drafting an appointment letter.
- 17 Chairing a meeting.
- 18 Suggest some ways in which you can state your opinion.
- 19 Discuss some don'ts while drafting an e-mail.
- 20 Draft the minutes of the meeting held in connection with the Anti-Ragging Campaign in your college.
- 21 What are the things to be kept in mind while attending an interview ?
- 22 Draft a letter on behalf of ABC Company, Mumbai asking a candidate to appear for an interview for the post of Accounts Assistant.
- 23 How can you make your presentation effective ?

III. Answer any *two* of the following questions in not more than 250 words :

- 24 Discuss the different types of interviews and how can it be conducted effectively ?
- 25 Types of Business letters.
- 26 What is the importance of communication in business ?
- 27 Discuss the different types of communication and the 7C's of effective communication.

(2 × 10 = 20 marks)