



SET - A

Seat no.

Total No. of Pages 3

**Shivaji University, Kolhapur**  
**Kamala College, Kolhapur**  
**B.VOC (Part - I) (Semester - II) (CBCS) Examination,**  
**June – 2022**  
**BUSINESS COMMUNICATION (Paper - II)**  
**Sub. Code: 64717/64806**

**Day and Date: Tuesday, 07 – 06 -2022**

**Total Marks: 40**

**Time: 10.30am to 1.00pm**

**Instructions: 1) All Questions are Compulsory.**

**2) Figures to the right indicate full marks.**

Q.1. Fill in the blanks in the following Group Discussion on the 'Pros and Cons of Online Classes' using the appropriate responses given below. [10]

(the COVID-19, connectivity, to stay in our comfort zone, feel like studying, the network issues, self-control, self-discipline, skipping classes, positive outcomes, helpful, conclude)

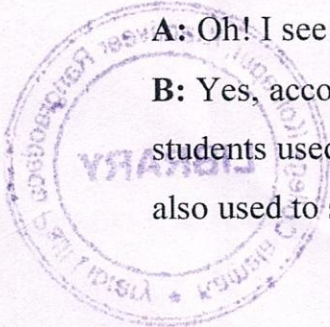
**A:** Friends, today we are here to discuss the 'Pros and Cons of Online Classes'.

**B:** from the past year during \_\_\_\_\_ pandemic we have been studying via online classes, so I would you like to tell about the various difficulties you faced in that scenario.

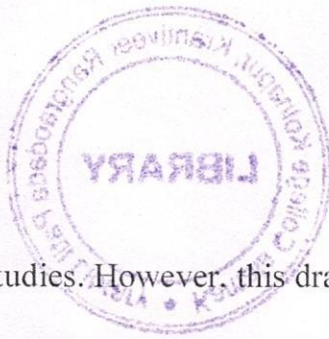
**C:** Actually there were not many difficulties I came across, but \_\_\_\_\_ always troubled me. Many times it happened that during a lecture I lost \_\_\_\_\_, as a consequence of which I missed some parts of my lessons.

**A:** Oh! I see any other issues apart from the connectivity.

**B:** Yes, according to me sometimes online classes lack discipline. Many times we students used to turn off the cameras \_\_\_\_\_. Not just that, sometimes I also used to skip my classes whenever I did not \_\_\_\_\_. This







SET - A

had a bad impact on my studies. However, this drawback eventually turned out to be positive for me

**C:** It gave me some \_\_\_\_\_ and \_\_\_\_\_. After realizing that all this would have a negative impact on my studies, I started being more self-disciplined. I used to study on time and stopped \_\_\_\_\_.

**A:** That's nice. Whenever we start doing something in a different way it always happens that we face some problems, but in the end, it is how one manages things to bring \_\_\_\_\_.

**C:** Yes, this experience will prove to be \_\_\_\_\_ for me in the future.

**B:** That's good that we learned a lot from the online class experience.

**A:** Friends time of our group discussion is over now. I would like to \_\_\_\_\_ the session.

Q.2. Attempt ANY ONE of the following:

[10]

A. Draft the Memo to the office staff reminding them a need of observing punctuality and Discipline.

OR

B. Write a Quotation letter for stationary goods/items for office use.

Q.3. fill in the blanks with appropriate responses in the following negotiation between customer and shopkeeper.

[10]

Customer: I \_\_\_\_\_ two liters of double-toned milk, a dozen eggs, a liter of soybean cooking oil, one pouch of butter milk, two \_\_\_\_\_ of toor dal, three flavored yogurt, and a kilogram of raw groundnut.

Customer: How \_\_\_\_\_ is it for?

Shopkeeper: Rupees 555/-







Customer: How much are you \_\_\_\_\_ for the eggs?

Shopkeeper: Rupees 55/- a dozen.

Customer: That's more than what you charged the last time. But then how come the other shopkeeper is offering \_\_\_\_\_ price.

Shopkeeper: Rates have gone \_\_\_\_\_ in the last week.

Customer: OK. Give me some \_\_\_\_\_ as I'm buying quite a few items.

Shopkeeper: We hardly make any margins on these \_\_\_\_\_.

Customer: I know how much you make.

Shopkeeper: OK, give me rupees 530/-

Customer: Don't put the items in \_\_\_\_\_ carry bags. Kindly use this \_\_\_\_\_ bag.  
Thank you.

Shopkeeper: Welcome! Visit again.

Q.4. Attempt ANY ONE of the following:

[10]

A. Describe the features of Laptop. ( write at least 10 features and expressions)

OR

B. Draft an advertisement to promote latest model of Smart TV.

\*\*\*