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PAPER – 2: BUSINESS LAWS AND BUSINESS CORRESPONDENCE AND REPORTING

SECTION B: BUSINESS CORRESPONDENCE AND REPORTING

QUESTIONS

Note: Chapter 6 is meant for reading only therefore, questions from the chapter are not included here.

Chapter-1

Communication

1. List at least 5 barriers of communication. Explain any two of them in your own words.
2. Differentiate between the Vertical Network and the Wheel and spoke method of communication.

Chapter 2

Sentence Types: Active Passive Voice, Direct Indirect Speech

- (A) Change the following sentences into passive voice.
- (1) Raj uses a pen to sketch figures
 - (2) Anita will perform a solo dance at the annual day.
 - (3) Prof Johnson teaches Psychology
 - (4) The public threw stones on the thief.
 - (5) Who wrote this essay?
- (B) Change the following Direct speech into Indirect speech.
- (1) He said, 'I have lost all games'
 - (2) Teacher said, 'Please use a blue pen for your homework'
 - (3) Children said, 'Good morning Ma'am'.
 - (4) Serena said, 'How intelligent Clara is'
 - (5) My father said, 'Where are you going'?

Chapter -3 Vocabulary

(A) Select the suitable synonym for the given words:

- (1) Annotate
(a) Verify (b) Footnotes (c) Announce (d) Cut off
- (2) Fraught
(a) Scam (b) Smelly (c) Rare (d) Full of

- (3) Divulge
(a) Dig into (b) Varied (c) Reveal (d) Deep
- (4) Peroration
(a) Conclusion (b) Audience (c) Cheating (d) Priority
- (5) Embezzle
(a) Shine (b) Pilfer (c) Busy (d) Shocked

(B) Select the suitable antonym for the given word:

- (1) Concealed
(a) To hide (b) Uninteresting (c) Known (d) Related
- (2) Supremacy
(a) Primarily (b) Inferiority (c) Dominance (d) Leadership
- (3) Applaud
(a) Organize (b) Compose (c) About (d) Condemn
- (4) Acquisition
(a) Forfeit (b) Revival (c) permission (d) Fulfilment
- (5) Adamant
(a) Resolute (b) Steadfast (c) Flexible (d) Extinct

(C) Select the correct meaning of the given idioms:

- (1) Man of action
(a) Full of aggression
(b) One who performs
(c) Insubstantial person
(d) More talks than action
- (2) Acid test
(a) Difficult job
(b) Useless task
(c) Decisive test
(d) Unknown work

(D) Fill in the blanks with the most suitable choice:

- (1) With the economy going down, people who are rich might become _____
(a) Endemic (b) Healthy (c) Destitute (d) Considerable

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- (2) Religion teaches us to respect all _____ rights of a human being.
(a) Business (b) Fundamental (c) Behavioural (d) Conceptual

Chapter 4

Comprehension Passages

Read the following comprehension passages and answer the following questions

Passage 1

Nearly 3 lakh Indian- Americans are likely to be impacted by the Trump administration's sweeping plans that put the nation's 11 million undocumented immigrants at risk of deportation.

President Donald Trump has laid the groundwork for potentially deporting millions of undocumented immigrants by issuing new guidance that drastically broadens the ways in which federal immigration laws should be enforced. According to the Department of Homeland Security (DHS), it will no longer exempt classes or categories of removable aliens from potential enforcement. The Department personnel would have full authority to arrest or apprehend an alien whom an immigration officer has probable cause to believe is in violation of the immigration laws.

The DHS has issued two memos, which among other things, tightens deportation of illegal immigrants. The emphasis is on criminal aliens, though, but opens up the door for others too. Indian Americans as per unofficial figures account for nearly 3 lakh illegal aliens.

- (1) What is the risk discussed in the passage?
(a) Trump's winning the election
(b) President Trump does not like Asians
(c) President Trump plans to deport many immigrants, especially those that do not have proper documents.
(d) Population explosion in USA
- (2) What new authority has been granted to the DHS ?
(a) The President will intervene in DHS matters directly.
(b) The DHS personnel can arrest someone he/she believes is violating laws of immigration.
(c) The DHS can directly intervene in population matters
(d) No new authority has been granted.
- (3) According to approximation how many India Americans account for illegal aliens?
(a) Above 3 lakhs
(b) Below 3 lakhs

- (c) Nearly 11 million
 - (d) Around 3 lakhs.
- (4) What does the word 'apprehend' mean in the second paragraph?
- (a) Capture
 - (b) Concern
 - (c) Allow
 - (d) Intimate
- (5) Select a suitable antonym for the word 'exempt' as used in the passage.
- (a) accountable
 - (b) released
 - (c) free
 - (d) preventive

Passage 2

It is not the brain that determines whether a person is a lefty or a righty, but the spinal cord. Until now, it had been assumed that differences in gene activity of the right and left hemisphere might be responsible for a person's handedness-----people's tendency to naturally favour the use of one hand over the other.

But a recent study demonstrated that gene activity in the spinal cord is asymmetrical already in the womb and could be linked to the handedness of a person. According to the ultrasounds carried out in the 1980's, a preference for moving the left or right hand develops in the womb from the eighth week of pregnancy. From the 13th week of pregnancy, unborn children prefer to suck their right or left thumb. Arm and hand movement are initiated via the motor cortex in the brain. It sends a corresponding signal to the spinal cord, which in turn translates the command into a motion. However, the motor cortex is not connected to the spinal cord from the beginning. In fact, even before the earliest indication of hand preference appear, the spinal cord has not yet formed a connection with the brain. In addition, environmental factors were found to be controlling whether spinal cord activity was greater on the left or right side.

- (1) Give the passage a suitable title
- (a) Right or Left: functioning of the brain
 - (b) Righty or a Lefty.....who decides?
 - (c) Environmental factors controlling us
 - (d) Right handedness/ Left handedness
- (2) Arm and hand movement are started via _____
- (a) Spinal cord

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- (b) Thumb movement
 - (c) Motor cortex in the brain
 - (d) Not specified.
- (3) Which of the following statement is false?
- (a) Environmental factors do not control spinal cord activity
 - (b) Motor cortex is not connected to the spinal cord in the beginning
 - (c) Preference for moving right/left thumb starts in the eighth week of pregnancy
 - (d) Parents have no say in making a child lefty or righty.
- (4) What sends a corresponding signal to the spinal cord, which in turn translates the command into a motion?
- (a) Brain
 - (b) Spinal cord
 - (c) Motor cortex
 - (d) Arms
- (5) Select a suitable synonym for the word 'asymmetrical' as used in the passage.
- (a) antonymous
 - (b) intentional
 - (c) disproportional
 - (d) composed

Chapter 5 Note Making

Read the following passage/news story and make proper notes following the guidelines of Note making. (Source: internet, newspaper articles)

- (1) Tsunamis are monster waves that can grow to be more than 100 feet (30 meters) high. They are typically caused by earthquakes; identifying other seismic zones — a region high in seismic activity such as tremors and earthquakes — with these features could help researchers identify areas that could produce catastrophic waves, the scientists added.

Major tsunamis often result at the shallow portions of sub-duction zones, the areas where one of the tectonic plates that make up Earth's surface dives below another. These crash zones are dangerously active, and these tectonic interactions can cause the world's biggest earthquakes and worst tsunamis.

In the past 20 years or so, researchers have discovered that the seismic zones that lead to tsunamis often have three key features. First, the boundary where the tectonic plates meet is often rough instead of smooth. This keeps the plates from easily slipping

past each other, allowing energy to build up between the plates. When this built-up energy finally gets released, it can trigger a major earthquake, according to the researchers.

Second, these danger zones may also possess hard rock rather than sediment near the seafloor and on both sides of the plate boundary. This can permit more motion from an earthquake to occur near the seafloor, for more powerful tsunamis, the researchers said.

A third key feature seen with the 2011 Tohoku earthquake is a series of cracks or faults rooted in the plate boundary. These faults may suggest that the plate boundary is especially active in its shallow portions and more prone to generating tsunamis.

- (2) On June 23, registered voters of the United Kingdom will voice their opinion whether the nation should 'Remain' in or 'Leave' the European Union.

Though he managed to get the EU's nod for restrictions on certain welfare benefits for new migrants, British Prime Minister David Cameron was unable to bring unity within his Conservative Party, and thus decided to seek public opinion on the issue.

While Mr. Cameron wishes his country remain in the EU, former London Mayor and MP Boris Johnson campaigns for Britain's exit, or Brexit as it is being referred to.

The Labour Party too is divided. While the Labour chief Jeremy Corbyn supports staying with the EU, a group calling itself Lexit (Left for Exit) is campaigning for leaving the bloc citing the EU's Cold War origins and pro-market stand.

While the Scottish National Party (SNP) bats for 'Remain', hardline U.K. Independence Party (UKIP) wants exit from the EU.

Chapter 7

Précis Writing

Read the following passages and write a précis for the same. Follow the basic rules of précis writing while writing.

- (1) At some point in our lives, we tend to turn to prayer, seeking divine blessings, to overcome problems. When the problems don't go away, we attribute these problems to our destiny and look for solutions from external sources of power. According to Lord Krishna, out of the four categories of people, Aarta (the sufferers), Jignyanshu, seeker of the truth; Artharthi, seeker of materialistic benefits and finally, Jnani, the wise; it is the wise whose quality of prayer is pure as it happens in a higher realm of consciousness.

Prayer is a dynamic phenomenon and its complexities need to be understood properly. It is a process to connect with the Universal source of energy, which is our life force. People sometimes complain that their prayers are not always answered. So they resort to other sources of power to get blessings and protection.

- (2) The issue of war and peace has always been a focal issue in all periods of history and at all levels and relations among nations. The concern of the humankind for peace can be assessed by taking into account the fact that all religions, all religious scriptures and

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several religious ceremonies are committed to the cause of peace and all these advocate an elimination of war. The Shanti Path recited by the Hindus, the sermons of Pope and the commands of all the holy scriptures of the Christians, Muslims, Hindus, Sikhs and all other communities hold out a sacred commitment to peace.

Yet the international community fully realized the supreme importance of the virtue of peace against the evil of war only after having suffered the most unfortunate and highly destructive two World Wars in the first half of the 20th century. The blood soaked shreds of humanity that lay scattered in several hundred battle grounds, particularly on the soils of Hiroshima and Nagasaki, cried for peace, peace and peace on the earth.

Chapter 8

Article Writing

Write an article on the following topics. (Word limit: 350-400 words)

- (1) Discuss the pros and cons of the Demonetisation policy.
- (2) Do we need a dress code in offices?

Chapter 9

Report Writing

- (1) Your college organised a seminar on 'Digital Marketing: an upcoming field in Business'. Write a report for the college magazine, stating the details of the event (250-300 words)
- (2) Write a report for a local daily newspaper on Republic Day Celebrations held in ABC school. (250-300 words)

Chapter 10

Formal Letters and Official Communication

Part 1 Formal Letters

As the Manager, HR of Net Solutions Ltd, Mumbai, draft a complaint letter to the Administration Head of Food for you Solutions, Mumbai, stating your concern about the bad quality of food being supplied to your company's cafeteria.

Part 2 Official Communication

As the HR Manager of your organization, draft a circular for all the employees of your company, informing them about a charity cultural event being organized over the weekend in the office campus. Mention a few events and request for active participation.

Chapter 11

Formal Mails

- (1) You are Ms. Rakhi Singhvi, Head Sales and Marketing, OCB international Pvt. Ltd, a hardware product company. Write a formal mail to Mr. Mukesh Tiwari of Candid Sweets,

apologising for the delay in the delivery of the order placed by them. State genuine reasons and commit a suitable date for the final delivery.

- (2) As the HR head of Axis Telecom Pvt. Ltd, write an appointment mail to Mr. Anshul Malik, informing him about his selection for 'Team Lead', Sales and Marketing division. Write a job appointment mail, stating salary, joining date, joining location and other required information.

Chapter 12

Resume Writing

- (1) Prepare a detailed resume in the functional format for a candidate applying for the post of a sales manager in an FMCG company. Include past experiences, with emphasis on the sales background.

Other inputs: Name: Manish Reddy

Experience: over 10 years, (divide it into two jobs)

Current designation: Senior Sales Executive

- (2) Prepare a chronological resume of commerce background student, having worked in a firm for 1 year, and gained experience in general management skills. The candidate has cleared IPCC, Group 1.

Chapter 13

Meetings

- (1) Prepare the Minutes of a Meeting, presided by the Chairman of HKU Pvt Ltd, an FMCG company. The main agenda of the meeting was introducing a new product, fixing a cost, discussing the Sales and Marketing and the advertising strategies. Speakers involved were: the chairperson, the Product Head, the Sales Head and the Creative Director.
- (2) Submit an Action Taken Report, based on a meeting held to discuss the failure of long pending dues by an old client. Mention clearly what decision was taken.

ANSWERS

Chapter-1

Communication

1. Barriers in communication:

- Physical Barriers
- Cultural Barriers
- Language Barriers

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- Technology Barriers
- Emotional Barriers

Technology Barriers: Being a technology driven world, all communication is dependent on good and extensive use of technology. However, there might arise technical issues, like server crash, overload of information etc which lead to miscommunication or no communication at all.

Language Barriers: It's a cosmopolitan set up, where people of different nationalities move from their home to other countries for work. As a result, it is difficult to have a common language for communication. Hence, diversity gives rise to many languages and it acts as a barrier at times.

2. Vertical Network and Wheel & Spoke Network

Vertical Network	Wheel and Spoke Network
A formal network. It is usually between a higher ranking employee and a subordinate.	A network with a single controlling authority who gives instructions and orders to all employees working under him/her.
A two way communication happens	Two way communication happens but useful only in small organizations.

Chapter 2 Sentence Types

(A) Active to Passive

- (1) A pen is used by Raj to sketch figures
- (2) A solo dance will be performed by Anita at the annual day.
- (3) Psychology is taught by Prof. Johnson
- (4) Stones were thrown by the public on the thief.
- (5) By whom was this essay written?

(B) Direct to Indirect Speech.

- (1) He said that he had lost all games.
- (2) Teacher requested the children to use a blue pen for their homework.
- (3) Children wished Ma'am a good morning.
- (4) Serena exclaimed how intelligent Clara was.
- (5) My father asked me where was I going?

Chapter 3 Vocabulary

A: Synonyms

- (1) Annotate means to make notes. Correct answer is b) Footnotes

- (2) Fraught means in abundance. Correct answer is d) Full of
- (3) Divulge means to let out. Correct answer is c) Reveal
- (4) Peroration means the end. Correct answer is a) Conclusion
- (5) Embezzle means wrong use, especially used for funds. Correct answer is b) Pilfer

B: Antonyms

- (1) Conceal means to hide. Correct answer is c) Known.
- (2) Supremacy means dominance/ Correct answer is b) Inferiority
- (3) Applaud means to appreciate. Correct answer is d) Condemn
- (4) Acquisition means to get/possess. Correct answer is a) forfeit
- (5) Adamant means steadfast, unbending. Correct answer is c) Flexible

C: Idioms

- (1) Correct answer is b; One who performs and not just talks.
- (2) Correct answer is c; Decisive test. A test/task which will make things clear

D: Fill in the blanks

- (1) Correct answer is c) Destitute. It means poor.
- (2) Correct answer is b) Fundamental. It means basic.

Chapter: 4 Reading Comprehension**Passage 1**

- (1) Option c
- (2) Option b
- (3) Option d
- (4) Option a
- (5) Option a

Passage 2

- (1) Option b
- (2) Option c
- (3) Option a
- (4) Option c
- (5) Option c

Chapter 5 Note Making

Note 1

Tsunami (Heading)

- (I) What is a Tsunami? (Sub heading)
 - (a) Monster waves
 - (b) Go to a hght of 30 m
- (II) Causes and occrnc of a Tsunami
 - (a) Earthquakes undr the sea
 - (b) Occur in high seismic zones
 - (c) Also occur in shallow areas with tectonic plate movmnt.
- (III) Key ftrs of Seismic Zones
 - (a) Bndry of tectonic plates rough
 - (b) Prsnc of hard rock than sediment nr sea bed
 - (c) Series of cracks in the plate bndry

Key Used

- (1) Hght= height
- (2) Occrnc= occurrence
- (3) Undr= under
- (4) Movmnt=movement
- (5) Ftrs= features
- (6) Bndry= boundary
- (7) Prsnc= presence

Note 2

- (I) Agenda for Br. Natls
 - (a) Remain with or exit Europe
 - (b) To be dcd by voting
- (II) Who supports/ remain with EU
 - (a) British PM
 - (b) Labour chief
 - (c) SNP

- (III) Who wants to exit?
- (a) Former London Mayor
 - (b) A group termed Lexit
 - (c) UKIP

Key Used

- (1) Br= British
- (2) Natnls= nationals
- (3) Dcd= decided
- (4) SNP= Scottish National Party
- (5) UKIP= United Kingdom Independent Party

Chapter 7 Précis Writing

- (1) What is a Prayer? (Title)

A prayer is a complex phenomenon, which is primarily made use of in times of need. According to the Lord himself, those that are wise make the purest form of prayers. People resort to external help when they feel their prayers are not being answered; the reason unknown to them.

- (2) All religions preach Peace on Earth (Title)

All religions across the globe have one common teaching, Peace on Earth. The religious scriptures and ceremonies aim towards eliminating war and spreading the cause of humanity. The realization happened little too late, only after the occurrence of major destructive events like world war and nuclear bombings.

Chapter 8 Article Writing

- (1) Hints:

- What is demonetisation?
- What was the aim behind implementing it?
- What were the immediate causes?
- What are the expected long term effects of this new policy?
- How well has it been accepted in the public?
- Expected pros and cons, in the student's personal opinion.

- (2) Hints:

- Need for a discipline
- Need to follow a protocol

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- Need to be independent
- Moral policing
- Relates to the work profile
- Free society, 21 st century

Chapter-9

Report Writing

(1) Report for College magazine

Hints:

The Computer Science Department organized a seminar on “Digital Marketing: An upcoming field in business” on (date) at the (venue)

- Chief Guest for the event
- Speakers invited
- Who presided over the event from the college(HOD /Principal)
- Details of the event in chronological sequence
- Key points of the speech delivered by the Chief Guest
- Key points as stated by each speaker
- Valedictory Session
- Vote of thanks

(2) Report for The Newspaper

Hints:

From the local correspondent, B. Nagar,

ABC Senior Secondary School celebrated the Republic Day on Jan 25, 2018 with great fanfare amid colorful display of culture and heritage from across the nation.

- Chief Guest for the event
- Speakers invited
- Who presided over the event from the college (HOD /Principal)
- Details of the event in chronological sequence
 - March past by all the houses the senior school
 - Group Dance performance by Junior school
 - Group Song by the senior school choir group
 - Group Dance performance by senior school

- Prize Distribution
- Key points of the speech delivered by the Chief Guest
- Valedictory Session
- Vote of thanks

Chapter 10 Formal Mails and Official Communication

Part 1 Formal Letters

(1) Manager Operations and Admin
Net Solutions
Mumbai

13th Feb, 2018
Administration Head
Food for you Solutions
Mumbai

Dear Sir/Madam

Sub: Complaint against food quality

This with reference to the food supplied to our cafeteria by your company's kitchen. Unfortunately, for the past few weeks, we have observed a degradation in the quality of food items, especially rice, wheat flour and pulses.

A few of our employees complained of ill health after having consumed your food. I presume stale food is not being sent to us.

Kindly assure that the raw material you use is of high quality standards and is ISI approved.

I sincerely request you to look into this matter as it involves the health of people working for us, for which we are solely responsible.

Thanks and Regards,

Name

Manager, Ops and Admin

Net Solutions

(1) Circular

Circular No. XXXIV

3rd Jan, 2018

Cultural Event for Charity

For all employees

This is an official communication informing about a cultural event being organized in the office premises on the coming weekend (6th and 7th Jan, 2018).

The events would be as follows:

- Singing competition
- Dance competition
- Stand up Comedy
- Dumb charades
- Food stalls

Participation fees is Rs 50/ per member. Family and friends are cordially invited.

The proceeds of the event will be given to Aaroyga NGO, working for the benefit of old citizens.

Please get in touch with the HR team for more registration and details. Looking forward to an active participation.

Sheela Mishra

Manager, HR

Chapter 11 Writing Formal Mails

(1) Formal mail

To: mukeshtiwari@candidsweets.com

CC/BCC: hr@candidsweets.com

Subject: Apologies for in delivery

Dear Mr. Mukesh Tiwari,

This is wrt Order No. 365, placed on 17th January, 2018. I sincerely apologise for the timely delivery of the aforesaid order.

We have been facing some manufacturing issues over the last two months. Efforts are being to resolve the issues. I assure you delivery of your products by the 10th of next month.

Regret the inconvenience caused.

For any discussion, please feel free to write back.

Regards,

Ms. Rekha Sanghvi,
Head Sales & Marketing
OCB International Pvt. Ltd.
Tel: -----

(2) To: anshulmalik@ccc.com

Subject: appointment letter

Dear Mr Anshul,

We are pleased to offer you the role of 'Team Lead', Sales and Marketing Division at our organization.

Regarding the joining details, please read as follows:

Joining date: 22nd Feb, 2018

Location: Mumbai

Salary: 25 lacs per annum (refer to attachment for details)

We will reimburse your relocation expenses against bills provided by the Logistic services used by. We would station you at our guest house for the first 15 days, from the date of joining.

Please consider this as an official appointment letter. Feel free to contact us for any further queries.

Two attachments with Salary and Accommodation details.

Thanks and Regards,

XYZ,

HR Head,

Axis Telecom

Tel: -----

Chapter 12

Resume Writing

(1) Functional format Resume

Name: Manish Reddy

Phone: 040-123456

Email:-mreddy@gmail.com

Address: 123, Chennai Road, Chennai

Birthday: 1st January

CAREER OBJECTIVE: Seeking a challenging career with a progressive organization that provides an opportunity to utilize my sales and marketing I skills & abilities in the FMCG sector.

PERSONAL SKILLS

Excellent convincing skills

Highly sales driven

Ability to work independently or as part of a team

Proven leadership skills and ability to motivate

EDUCATION

B.com from Hindu College, Delhi University

PGDIM from Symbiosis University, Pune

ACHIEVEMENTS

• Awarded the 'Best Sales person' Award in the company

Awarded a cash prize for two consecutive months for over achieving sales target.

PROFESSIONAL EXPERIENCE

XYZ Pvt. Ltd, Chennai

Worked as a Junior Sales Executive

Responsible for daily sales with a predicted target

Experience: 5 years

Auromatic Brothers

Worked as Senior Sales Executive

Responsible for monthly sales target

Led a team of twenty members.

Experience: 5 years.

REFERENCES: Will be provided upon request.

DECLARATION I solemnly declare that all the above information is correct to the best of my knowledge and belief.

Date: Place: (Manish Reddy)

(2) Chronological Resume

Name

Address

Phone Number

Email

OBJECTIVE: To be associated with an organisation that will offer to me tremendous opportunities for growth in career and provide a challenging environment that will utilise my accounting skills and abilities to the maximum.

SUMMARY:

- Have cleared IPCC, Group 1
- Have an years experience of working in an office
- Possess good management skills
- Can work under pressure situations
- Willingness to learn more is the driving factor.

EXPERIENCE:

2017 to present day Junior Manager
Name the company, address

EDUCATION:

Begin from recent education moving back to college and then lastly school.

2017: CA IPCC, Group 1

2016: B. com (h), Kirori Mal College, DU

2014: class XII th, DAV Model School, Pitam Pura, New Delhi

2012: class Xth, DAV Model School, Pitam pura, New Delhi

SKILLS: Well versed with MS Office

Working knowledge of Tally

(2) Action Taken Report (ATR)

As per the meeting held on 12th Jan, 2018 at the Southern Region branch office of CP finance Ltd, following actions have been reported:

- The client had complied to clear the pending dues by 10th Jan, 2018.
- The client has asked for more time. Reason mentioned: losses incurred in business.
- On the basis of being an old client, with no such bad record, order passed to provide more time for payment.
- Expected payment till 31st January, 2018.

Undersigned

Director, Sales & Marketing

Director, Business