

ROLL NO. _____

Internal Examination March : 2017

DATE : 09-03-2017

Semester - II

TIME :- 4-00 to 5-00

Thursday

Commercial Communication Marks : 25

Q.1 Draft an order letter for stationery items with a request for prompt delivery

OR

1 Rajesh soni and Company, Rajkot have received an order for Super ball pens. Write a letter to the buyer to offer substitute goods as the suppliers do not have the ordered goods in stock.

Q. 2 Write a complaint through E-mail about storage in quantity of goods.

OR

Q.2 Write a letter of adjustment through E-mail in response to the complaint about a rude behaviour of an employee.

* * * * *