

Dr. Babasaheb Ambedkar Open University
Term End Examination January-2026

Course	: B.A. (Hons.) Sem. 2	Date	: 23/02/2026
Subject Code	: CC-SEC-201	Time	: 03:00pm to 04:00pm
Subject Name	: Corporate Communication Skills-2	Duration	: 02.15 Hours
		Max. Marks	: 35

Q-1 Write a detailed note on types of reading. **14**

OR

Write a detailed note on layout of business letter.

Q-2 Write a detailed note on the explanation of the Inquiry Letter and reply to the same. **14**

OR

Write a detailed note on the essentials of an order letter.

Q-3 Multiple Choice Questions. **07**

1. Which type of reading involves flipping pages quickly to understand the nature and value of the text?
(A) Scanning (B) Skimming (C) Extensive Reading (D) Intensive Reading
2. What is a common barrier to reading mentioned in the document?
(A) Wide eye span (B) Lack of concentration
(C) Silent reading (D) Good vocabulary
3. How many words per minute does a 'poor reader' typically read, according to the types of readers?
(A) 250-400 (B) 130-260 (C) 60-90 (D) 170-300
4. In the layout of a business letter, where is the date typically placed?
(A) Below the signature (B) Two spaces below the heading, on the right
(C) In the subject line (D) After the complimentary close
5. What does 'Per pro' mean in the context of signatures in business letters?
(A) On behalf of (B) With respect (C) Urgent delivery (D) Carbon copy
6. Which part of a business letter enables quick filing by subject?
(A) Enclosures (B) Subject Line (C) Inside Address (D) Post-Script
7. What is one key purpose of a business letter?
(A) To create confusion (B) Building goodwill
(C) Ignoring records (D) Reducing transactions
