

FOUNDATION COURSE

MOCK TEST PAPER

PAPER 2: SECTION-B: BUSINESS CORRESPONDENCE AND REPORTING

*The Question Paper comprises of 5 questions of 10 marks each.*

*Question No. 1 is compulsory. Out of questions 2 to 5, attempt any **three**.*

**Max Marks: 40**

1. (a) Given below are two passages followed by questions. Attempt any one

**(I) Read the passage carefully and answer the questions that follow:**

Bitcoins and other cryptocurrencies will see increasing use in India, according to industry players, who say that, right now, the sector is too small to be regulated by the Reserve Bank of India (RBI) or Finance Ministry. Bitcoin companies also say that volatility in the cryptocurrency's price is likely to continue since it is still attracting new investors with inadequate knowledge about the market, with speculation separately fuelling the price gyrations.

"The fluctuation has always been there, but suddenly there has been a surge because of a few reasons," said Vivek Steve Francis, CEO of Coinome. "One, things that are happening in the market. Some countries have legalised cryptocurrencies like Japan and Korea, and in the U.S. they have announced that there will be bitcoin futures trading. So, this not only gives a legal standing to it, it also opens the door to speculation."

"The second thing is that people are seeing others put in 1 lakh and making 10% the very next day, so that is also bringing a lot of laymen into this, which may or may not be a good thing," Mr. Francis added.

Another reason for the price volatility, something that will continue for some time, is the disaggregated nature of the bitcoin market. "Since bitcoin is widely distributed and the majority of it is not owned by a limited number of people, that makes it volatile," Ashish Agarwal, founder of Bitsachs, said. "As far as the future is concerned, I won't want to comment on the price, but adoption will increase. Now, the serious investors are eyeing bitcoin. No newspaper or serious person would have mentioned bitcoin five years ago, but now all eyes are on it."

While the RBI has cautioned against its use, informing users, holders, investors and traders dealing with virtual currencies that they are doing so at their own risk, Securities and Exchange Board of India Chairman Ajay Tyagi recently said the cryptocurrency had so far not posed any systemic risk. He added that the government had formed a panel to examine it.

- (1) What does the word 'volatile' means (Since bitcoin is widely distributed and the majority of it is not owned by a limited number of people, that makes it volatile.....)

- (a) Violent
- (b) Unstable
- (c) High
- (d) Irrational

**(1 Mark)**

- (2) Give a synonym for the word 'gyrations' as used in the first paragraph.

- (a) Evolution
- (b) Cyclone
- (c) Spinning

- (d) Rising (1 Mark)
- (3) What is the primary reason for laymen to start believing in bitcoin?
- (a) It's easy to use nature  
 (b) The fact that the value increases by 10% the very next day  
 (c) There is no check on bitcoin transactions  
 (d) Japan has legalized it. (1 Mark)
- (4) What are the reasons mentioned for the volatility in the crypto currency price?
- (a) Legalized in few countries.  
 (b) Fast money  
 (c) New investors  
 (d) Inadequate market knowledge and new investors. (1 Mark)
- (5) According to Mr. Ashish Agarwal, which of the following statements said by him are false?
- (a) The adoption of bitcoin will decrease as buyers are no more interested  
 (b) He does not want to comment on the bitcoin price  
 (c) Few years back, this concept was not discussed  
 (d) People now seem to show interest in bitcoin. (1 Mark)

**(II) Read the passage carefully and answer the questions that follow:**

Jallikattu, the bull-taming sport of Tamil Nadu banned by the Supreme Court due to cruelty to the animals, is not just a folk sport. It has spawned an economy of its own in rural parts of the state that has far-reaching implications.

Bulls that are reared for Jallikattu are an asset class of sorts. For instance, a poor farmer buys a bull calf for ₹ 15,000. He raises it to make it strong. The feeding and maintenance of the bull costs him nearly ₹ 300 a day. The calf matures after one-and-a-half years. If the farmer makes it perform in Jallikattus, he can win prizes if it performs well. That also raises their prices to a few lakhs. Good bulls provide a very high return on investment.

The Supreme Court's decision to ban Jallikattu has brought down prices of the sport bulls. From ₹ 2 lakh to ₹ 3 lakh, they began selling at mere ₹ 5,000. Apart from the cultural angle, there is a small economy involved. Rearing of sport bulls not only give small farmers and the rural poor a chance to make a low investment in a calf and get a big return if it performs well in a Jallikattu; rearing a Jallikattu bull also supports a range of rural poor who make accessories for the bull. Since a Jallikattu bull is a matter of pride for the owner and a potential means of high return, it is decorated with various accessories made by rural artisans. Rich owners of Jallikattu bulls employ a number of poor workers for the upkeep of the bull.

Also, a lot of money is spent on a Jallikattu event. It ranges from ₹ 50,000 to ₹ 20 lakh. Dozens of Jallikattus were organised before the legal intervention by PETA. Jallikattus are big events that draw people in thousands. They generate a lot of consumption around them, which is significant for the rural poor.

- (1) Why has the price of sports bulls reduced?
- (a) Bulls are not being fed properly  
 (b) Farmers have become poor and hence do not care for their bulls.  
 (c) People are buying cows more than bulls  
 (d) The Supreme court ban on Jallikattu. (1 Mark)

- (2) What amount approximately is spent on a Jallikattu event?  
(a) Thousands  
(b) Ten thousands  
(c) Crores  
(d) Lakhs. **(1 Mark)**
- (3) How do good bulls offer a high return on investment?  
(a) The bull becomes stronger on becoming a sports bull  
(b) The price of a bull increases after its win.  
(c) The Supreme Court awards the owner of a winner bull  
(d) Not stated in the passage. **(1 Mark)**
- (4) Why does Jallikattu bull rearing effect people other than the owner?  
(a) It offers distribution of money.  
(b) It involves people who make accessories and help in rearing of the bull  
(c) All villagers own one bull.  
(d) The owner has to pay of his debts. **(1 Mark)**
- (5) Why was the folk sport Jallikattu banned by the Supreme Court?  
(a) Not many people were interested in it  
(b) The bulls were not properly fed to play the sport  
(c) It caused cruelty to the animals.  
(d) All of the above.

**(b) Given below are two passages. Attempt any one.**

- (i) Make notes, using headings, sub-headings, and abbreviations wherever necessary. **(3 Marks)**

- (ii) Write summary. **(2 Marks)**

- (1) The decision of the Ministry of Environment and Forests to revalidate the environmental clearance issued to South Korean steelmaker Posco for the proposed steel plant in Odisha is based on a piecemeal approach, rather than a comprehensive and cumulative assessment of all parts of the project. It cannot claim to rely on sound judgment. What distinguishes the proposal from the welter of projects before the Ministry is its major Foreign Direct Investment potential, estimated at more than ₹ 50,000 crore. There is little doubt that it will take massive investments to pull the masses out of deep poverty, and new industries are vital to achieving this goal. Significant expansion of the economy has taken place over the past two decades, creating much wealth. Unfortunately, this has also coincided with grossly uneven distribution of negative externalities. In the case of Posco, the acquisition of land has been a contentious issue, evoking strong protest from local communities which remain unconvinced about the benefits. Evidently, neither the project proponent nor the Odisha government has come up with persuasive arguments over the past eight years on why villagers should part with their land when their livelihood is linked to it. Moreover, there is no effort to reach a consensus on the renewal of environmental clearance, now for a production capacity of eight million tonnes per annum, even with conditionalities that include spending on 'social commitments' by Posco.

(2) By making it optional for cinema halls to play the national anthem before every show, the Supreme Court has at last removed the coercive element it had unfortunately introduced by an interim order in November 2016. Laying down a judicial rule that the anthem must be played on certain occasions in specific places, in the absence of any statutory provision to this effect, was unnecessary and opened the court to charges of over-reach. With the Centre saying this directive could be placed on hold, and that it would set up an inter-ministerial committee to recommend regulations for the presentation of the national anthem, the court has said it is not mandatory to play it in cinema halls. The panel will also suggest changes in the Prevention of Insults to National Honour Act, 1971, or in the Orders relating to the anthem issued from time to time. Justice D.Y. Chandrachud, one of the three judges on the Bench, had at an earlier hearing doubted the wisdom of asking patrons of cinema to visibly demonstrate their patriotism each time they entered a theatre to watch a film, remarking that there was no need for an Indian to “wear his patriotism on his sleeve”. He had asked at what point would such “moral policing” stop if it were to be prescribed that some kinds of apparel should not be worn at the movies as they could amount to showing disrespect to the national anthem. The court’s order also had some unintended, but not unforeseen, consequences. The audience began looking for signs of ‘disrespect’ and there were reports of vigilantism, with people beaten up or harangued for not standing up.

2. (a) Explain the Star Network in the channel of communication. (1 Mark)

(b) (i) Choose the word which best expresses the meaning of the given word.

Recede

- (a) Move back    (b) Accept    (c) Deviate    (d) Agree

(1 Mark)

(ii) Select a suitable antonym for the word given in question.

Inept

- (a) Aptitude    (b) Long lasting    (c) Inappropriate    (d) Skilled

(1 Mark)

(iii) Change the following sentences into passive voice.

Elizabeth will give all books to the orphans.

(1 Mark)

(iv) Change the following sentences to indirect speech.

The master yelled at the servant, ‘Get lost and don’t show your face’

(1 Mark)

**(c) Write a précis and give appropriate titles to any one of the two passages given below.**

(1) The Goods and Services Tax (GST) is a vast concept that simplifies the giant tax structure by supporting and enhancing the economic growth of a country. GST is a comprehensive tax levy on manufacturing, sale and consumption of goods and services at a national level. The Goods and Services Tax Bill or GST Bill, also referred to as The Constitution (One Hundred and Twenty-Second Amendment) Bill, 2014, initiates a Value added Tax to be implemented on a national level in India. GST will be an indirect tax at all the stages of production to bring about uniformity in the system.

On bringing GST into practice, there would be amalgamation of Central and State taxes into a single tax payment. It would also enhance the position of India in both, domestic as well as international market. At the consumer level, GST would reduce the overall tax burden, which is currently estimated at 25-30%. Under this system, the consumer pays the final tax but an efficient input tax credit system ensures that there is no cascading of taxes- tax on tax paid on inputs that go into manufacture of goods

In order to avoid the payment of multiple taxes such as excise duty and service tax at Central level and VAT at the State level, GST would unify these taxes and create a uniform market throughout the country. Integration of various taxes into a GST system will bring about an effective cross-utilization of credits. The current system taxes production, whereas the GST will aim to tax consumption.

- (2) A dual transition—to a consolidated democracy and an advanced market economy—represents the main challenge that the Korean political and economic system currently confronts. During the two decades since it became a democracy, South Korea has faced lingering problems, such as poor governance, high-level corruption, lack of leadership, political conflict, social polarization, volatile public opinion, and lack of consensus on major issues.

At the same time, profound leadership changes have fundamentally changed the South Korean political landscape. The new leadership has attempted to dismantle social, economic, and political structures that were formed during the Cold War and to establish a more democratic and diplomatically independent society. Such an approach has resulted in further social and political conflict, trials and errors in policy, civic distrust, and a lingering leadership crisis.

Although Korean democracy is successfully consolidated, it is far from effective. There are profound generational cleavages over various national issues, including economic and social policies, policies toward North Korea and national defense, and attitudes towards the United States and China. Under these circumstances, political institutions have been pushed aside, and civic organizations are dominant. **(5 Marks)**

3. (a) What is the 'chain of command' in communication? **(1 Mark)**

- (b) (i) Choose the word which best expresses the meaning of the given word.

Stimulate

- (a) Effects (b) Activate (c) Irritate (d) Captivate

**(1 Mark)**

- (ii) Choose the appropriate word to fill the blank:

The scam was basically because of \_\_\_\_\_ of funds by the senior members of the organization.

- (a) Misappropriation (b) credibility (c) Movement (d) Allotment

**(1 Mark)**

- (iii) Change the following sentences into passive voice

My aunt prepares delicious desserts.

**(1 Mark)**

- (iv) Change the following sentence to indirect speech.

Elders always say, 'If you work hard, you will succeed'

**(1 Mark)**

- (c) As the Manager, Supply Chain Division, of an FMCG company write an enquiry letter to your counterpart of an Oil Manufacturing company, stating your queries regarding oil prices at bulk rate.

OR

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. **(5 Marks)**

4. (a) List at least 5 barriers of communication. Explain any two of them in your own words. (2)

- (b) (i) Select the suitable antonym for the given word:

Cyclical

- (a) Recurrent (b) Unidirectional (c) Appearing (d) Vehicular

**(1 Mark)**

- (ii) Rewrite the following sentences in passive voice

May God bless you with health and happiness.

**(1 Mark)**

- (iii) Change the following Direct speech into Indirect speech.

The Minister announced, 'Our party introduces the GST from tomorrow'.

**(1 Mark)**

- (c) Write an Article of about 350 words on the topic "**Growing health problems in the youth today**".

OR

Write a report for your school magazine, about a cultural fest held in your school last week. Mention the various schools that participated, the cultural programmes, the food stalls et al.

**(5 Marks)**

5. (a) Based on communication channels, what are the different kinds of communication methods? Explain. **(2 Marks)**

- (b) (i) Select the correct meaning of the idioms/phrases given below.

Food for thought

- (a) Incomplete information  
(b) Good knowledge  
(c) Uncensored words  
(d) Baseless facts.

**(1 Mark)**

Sell like hotcakes

- (a) A difficult campaign  
(b) Controversial marketing  
(c) Good baker  
(d) Fast selling / in huge number.

**(1 Mark)**

- (ii) Change the following Direct speech into Indirect speech.

The BCCI said, 'We wish the Under 19 cricket team for the its world cup win'

**(1 Mark)**

- (c) 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.

OR

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. **(5 Marks)**

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ANSWERS

1. (a) Passage - I

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

Passage -II

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

(b) Passage-I

**Ministry's Decision Revoked** (Heading)

- (I) S. Korean steel maker Posco under attack  
(II) Prpsl for steel plant in Odisha reconsidered  
(III) Need to rethink the descn  
(a) Not based on solid grounds  
(b) FDI's  
(c) Land aqstn from natives nt easy  
(d) Protests frm land holders  
(IV) No concrete result  
(a) 8 years past; standstill  
(b) Neither proponent nor govt. able to justify its moves  
(c) Leaves the matter open ended.

**Key Used:**

- (1) S= south  
(2) Prpsl= proposal  
(3) Descn= decision  
(4) Aqstn- acquisition  
(5) Nt= not  
(6) Frm= from  
(7) Govt= government.  
(8) FDI= foreign direct investment

**Summary**

The clearance issued to South Korean steel maker Posco is under discussion for not being comprehensive and cumulative. The main issue in this regard is the protest from the local villagers of Odisha where the plant is proposed to be set up. There seems to be no strong reason as to why the villagers should give away their land, which is the main source of livelihood. Posco's proposal of working on social commitments has also not been accepted in a positive stride.

**(b) Passage –II**

Playing of National anthem in movie halls (Heading)

- (I) The Court's order withdrawn
- (II) Court makes it optional; cannot have a mandate on the issue
- (III) Consequences
  - (a) Government intervenes; calls for a ministerial discussion
  - (b) Proposes a hold on the court's judicial rule
  - (c) Suggest changes in the Prevention of Insults and National Honour Act
- (IV) Justice Chandrachud suggests, no end to 'moral policing'
- (V) Consequences
  - (a) Violence amongst people.
  - (b) Harassment of public.
  - (c) Disrespect in the society.

**Key Used:**

- (1) Order= order
- (2) Withdrawn= withdrawn
- (3) Makes= makes
- (4) Cannot= cannot
- (5) Government= government
- (6) Changes= changes
- (7) National= national
- (8) Consequences= consequences
- (9) Amongst= amongst
- (10) People= people
- (11) Society= society

**Summary**

The Supreme Court's unfortunate order of playing the national anthem in movie halls before every screening has gained a lot of criticism. As a result, the order has been revoked with Justice D. Y. Chandrachud, one of the judges of the bench citing that patriotism need not be shown at every step in life. The court's order had been received with a pinch of salt and had led to unpleasant happenings and disturbance among the public.

2. (a) **Star Network:** has multiple channels of network in communication. This network allows a group communication and is useful especially where teamwork is involved. The members communicate and exchange information with each other freely, and without hindrance or hesitation. The usefulness of all networks depends on the structure and size of the company, and the manner of communication between the employees.
- (b) (i) a  
(ii) d

- (iii) All books will be given to the orphans by Elizabeth.
- (iv) The master yelled at the servant to get lost and not show his face.

**(c) Passage-I**

**One Tax for all: GST**

Goods and Service Tax (GST) is a complete tax structure of an indirect form, levied on manufacturing and sale of goods and services. It aims to combine all taxes into one, thus reducing the burden of the consumer. GST unifies the market sector throughout the country with the aim to tax consumption and not production.

**Passage-II**

**South Korea in deep trouble**

South Korea having gained the status of a democracy is yet to settle issues like, corruption, political conflicts, lack of leadership and consensus and many more. The efforts made by the new leaders in the economic and social front have resulted in unexpected turns leading to more conflicts, distrust and erroneous policies. As a result, many loopholes have come into existence and hence made the civic organizations dominate the political institutions.

3. (a) **Chain of Command:** The communication pattern that follows the chain of command from the senior to the junior is called the chain network. Communication starts at the top, like from a CEO, and works its way down to the different levels of employees. It involves a lot of organizational hierarchy.
- (b) (i) b  
(ii) a  
(iii) Delicious desserts are prepared by my aunt.  
(iv) Elders always say that if you work hard, you will succeed.

**(c) Letter-1**

XYZ Company

Chennai

Date: 10<sup>th</sup> Jan, 2018

Manager, Finance

Oil India Ltd

Chennai

Dear Sir/Ma'am

Sub: Enquiry for prices for bulk orders

This is regarding the requirement of oil, for our well known chips brand, Aunty Chips. We would like to enquire the rates for bulk order of refined oil, produced by your company.

We are an established brand in the FMCG sector, hence we feel the association would be mutually beneficial.

Kindly send the pricing details, also stating the mode of delivery.

Looking forward to your response.

Thanks and Regards,

Manager, Supply Chain Division  
XYZ company

**Letter-II**

Manager Operations and Admin  
Net Solutions  
Mumbai  
13<sup>th</sup> 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

**4. (a) Barriers in communication:**

- Physical Barriers
- Cultural Barriers
- Language Barriers
- 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.

(b) (i) b

(ii) May you be blessed by God with health and happiness.

(iii) The Minister announced that their party would introduce GST from the next day.

(c) **Article Writing**

Hints:

- Causes of health issues: a crisp list
- Office work
- Lifestyle
- Eating habits
- Growing economy
- Money splurge
- Effects: direct effects
- Diseases
- Physical health issues
- Strain on eyes
- Young deaths

Report Writing

Hints:

- Have a good heading
- Mention the time, date, venue
- Divide the report into three paragraphs:
- What/When/Where/ Who was invited
- Purpose of the event (learn about the cultural diversity)
- Describe the event in details (name of schools that participated, the dances and other cultural programmes performed, the food stalls, the game stalls)
- Enthusiasm in the student community
- Conclude with an optimistic view.

5. (a) **Based on Communication channels, there are three kinds of categories:**

- Verbal: Verbal communication involves the use of words and language in delivering the intended message
- Non Verbal: Nonverbal communication is the process of communicating by sending and receiving wordless messages. These messages can aid verbal communication, convey

thoughts and feelings contrary to the spoken words or express ideas and emotions on their own.

- Visual: Visual communication through visual aids such as signs, typography, drawing, graphic design, illustration, colour and other electronic resources usually reinforces written communication. Visuals like graphs, pie charts and other diagrammatic presentations convey clearly and concisely a great deal of information. They are an essential part of official presentations these days.

(b) (i) b

(ii) d

(iii) The BCCI congratulated the U 19 cricket team for its World Cup win.

**(c) Action Taken Report (ATR)**

As per the meeting held on 12<sup>th</sup> 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 31<sup>st</sup> January, 2018.

Undersigned

*Director, Sales & Marketing*

*Director, Business*

**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

