

Principle of Commerce (English Medium) - 11th Class Principle of Commerce Chapter 25 Short Questions Preparation

Q1. Define Official letters.

Ans 1: The letters written by government and its offices or departments to each other or other people are called official letters.

Q2. What type of information is provided in quotation letter.

Ans 1: i- Quality of goods ii- Price of goods iii- Mode of transportation

Ans 2: iv- Mode of payment v- Expenses on packing of goods

Ans 3: vi- Time required for delivery of goods

Q3. What is the function of postscript in a letter.

Ans 1: Sometimes an extra message is added to the end of letter. It may be something important or personal comment by writing PS above the first line of postscript.

Q4. Write the necessary parts of business letters.

Ans 1: i- Heading ii- Date iii- Inside address iv- Salutation

Ans 2: v- Body of letter vi- Complementary close vii- Signature.

Q5. Write down the four kinds of Business letters.

Ans 1: i- Inquiry letter ii- Quotation letter

Ans 2: iii- Claim letter iv- Circular letter

Q6. What is the meant by Official letter.

Ans 1: The letters written by government and its offices or departments to each other or other people are called official letters.

Q7. What is Business letters.

Ans 1: The letters, which are written by business men to each other to settle their matters, called business letters.

Q8. Define adjustment letter.

Ans 1: An adjustment letter is a reply to a complaint letter. Complaints or claims should not be discouraged, otherwise, it is a risk of losing customers.

Q9. Write down the characteristics of adjustment letter.

Ans 1: i- This letter should be written immediately on the receipt of complaint letter.

Ans 2: ii- This letter should be written in a positive manner for providing satisfaction to customer.

Ans 3: iii- If the complaint of customer is justified then the seller should apologize in the letter.

Q10. What is meant by Business correspondence.

Ans 1: The businessmen write letters to each other to settle their business matters. The act of writing these letters is called business correspondence.
