S.Y.B.Com
Business Communication (2113)
Chapter-V (Types & Drafting of Business Letters)
Enquiry letters, Order letters, Credit and Status enquiry letters.
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______ is a letter written to request information and/or ascertain its authenticity.

A] Sales letter
B] Enquiry letter
C] Complaint letter
The letter written by a potential buyer interested in the best bargain is known as _______ enquiry letter.

A] unsolicited
B] solicited
C] asking a favour
A _______ enquiry is in response to an advertisement or a sales letter of a seller.

A] favour asking  
B] solicited  
C] unsolicited
Every reply to ______ letter must contain something capable of arousing the readers interest and creating in him a desire to buy.

A] purchase
B] sales
C] enquiry
An _____ letter is the one that is written by the person or the company placing the request of purchase from another company.

A] order
B] enquiry
C] sales
The acknowledgement of an order is legal _______ of all the points mentioned in the order.

A] acceptance
B] rejection
C] delay
Character, capacity, capital and condition of ______ are the factors considered to be the foundation of a sound credit policy.

A] customer  
B] supplier  
C] management
Credit is a means through which goods can be bought and sold without cash payment.

A] Capital
B] Status
C] Credit
Enquiries must always be replied ______.

A] not necessarily
B] promptly
C] with delay
Letter should be able to replace the salesman.

A] Sales
B] Reply to enquiry
C] Status enquiry
Reference

‘A Book of Business Communication’
Authored by Dr. Saroj Hiremath
&
Published by Nirali Prakashan
THANK YOU...........