



NATIONAL OPEN UNIVERSITY OF NIGERIA, JABI, ABUJA
91 CADASTRAL ZONE, NNAMDI AZIKIWE EXPRESSWAY, JABI -
ABUJA
FACULTY OF ARTS
DEPARTMENT OF ENGLISH
2025_2 EXAMINATIONS

ENG316 : COMMUNICATION FOR BUSINESS

COURSE UNIT: 2

TIME 2 HRS

INSTRUCTION: Answer ANY three (3) questions. All questions carry equal marks.

1. (a) (i) Give the letter an appropriate title (ii) What is the tone of the letter?
(iii) What is the justification for the letter? (9 marks)
(b) Write a reply to the letter. (14 marks)

Dear Sirs,

It is with great regret that we have to inform you that your last delivery is not up to your usual standard. The material seems to be too loosely woven and is inclined to pull out of shape. By separate mail we have sent you a cutting from this material, also one from cloth of an earlier consignment, so that you can compare the two and see the difference in texture.

We have always been able to rely on the high quality of the materials you send us and we are all the more disappointed in this case because we supplied the cloth to new customers. As we shall have to take it back, we must ask you to let us know, without delay, what you can do to help us in getting over this difficulty.

Yours faithfully,

.....

2. (a) What do you understand by “Flushing” of constituent parts of a letter? (10 marks)
(b) Explain the defining features of the traditional letter? (13 marks)

3. write an explanation on the following

- (i) the conclusion
(ii) the name
(iii) designation of the writer
(iv) the direction of a business letter. (23marks)

4. List and explain briefly the parts which normally form the minutes of meetings written in business organisations.(23 marks)