

## COMMERCIAL COMMUNICATION III

1. Analyze the character of Grandmother in the story '*My Grandmother*'.
2. Discuss Netiquettes as an important skill required for effective communication.
3. Draft a letter on behalf of an account holder to the manager of Axis Bank, Vastrapur, Ahmedabad requesting him to stop the payment of a cheque drawn by you.
4. Give one word substitute for the following:
  - a. That which cannot be conquered.
  - b. A person who scientifically studies the atmospheric condition.
  - c. A person with a negative frame of mind.
  - d. A fictitious name used by an author.