SEAT No._____ No. of Printed Pages : 1

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SARDAR PATEL UNIVERSITY
T Y BCOM (EXTERNAL COURSES) EXAMINATION
2020-2021
Friday, 16 July 2021
10:00 AM to 12:00 PM
EN-303 English & Business Communication-III

NOTE: Figures to the right indicate full marks to the questions concerned. Marks: 70

Q-1 Attempt the following: 17

1. Give an account of the arrival of Susila and Leela by train.
2. What were the circumstances that led to Susila's illness? How does her condition deteriorate leading to her death?

OR

Q-1 Attempt the following: 17

1. What do you know about the village Headmaster and his views on education. In what way is his school unique?
2. How does Susila help Krishna with the household responsibilities? What are the instances in the novel that prove her a 'ruthless accountant'?

Q-2 Write notes on: 18

1. E-Mail
2. Paralanguage

OR

Q-2 Write notes on: 18

1. Video Conferencing
2. Advantages and Shortcomings of Internet

Q-3 You are the Manager of Bhavnagar branch of Rainbow Ceramics. The employees of the branch have threatened to go on indefinite strike. Submit a report to the Head Office, Kolkata, pointing out why the employees have taken this step and also suggest remedies. 17

OR

Q-3 Attempt the following: 17

1. Draft a speech to mourn the death of a colleague who has passed away due to COVID-19 infection.
2. Draft a Press Report on an outbreak of COVID-19 pandemic.

Q-4 Draft the minutes of Annual General Meeting of the shareholders of Skylark Company Private Ltd., Hyderabad. 18

OR

Q-4 Draft a sales letter to promote the sales of a new laptop manufactured by Spencer & Co. Ltd. Mumbai. 18

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