

(A-20)

SEAT No. _____

No. of Printed Pages : 2

SARDAR PATEL UNIVERSITY

S Y B COM – EXTERNAL

ENGLISH AND BUSINESS COMMUNICATION –II EN-202

Time 10.00AM to 01.00PM

4/5/2018 Friday

MARKS-100

Q-1 (A) Draw the character sketch of Miss Bestey Trotwood. (10)

(B) Writes notes on the following: (10)

(1) The scene of exposure of Uriah Heep.

(2) The school David attended and its impression on him.

OR

Q-1 (A) Draw the character sketch of Mr. Murdstone. (10)

(B) Write short notes on the following: (10)

(1) David's visit to Yarmouth.

(2) The Micawbers.

Q-2 (A) Discuss merits and demerits if CONSENSUS. (10)

(B) Discuss Physical Barriers to Communication. (10)

OR

Q-2 (A) Discuss merits and demerits of Upward Communication. (10)

(B) Discuss Socio-psychological Barriers to Communication. (10)

Q-3 (A) Draft Memorandum to an employee granting him permission to go on deputation for two years. (10)

(B) Mrs. Javdekar, Ahmedabad has received , in damaged condition, the hand blender she had ordered- expressing her disappointment. She writes to the seller asking for its quick replacement. Draft the letter. (10)

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(P.T.O)

OR

Q-3 (A) Draft Memorandum to an employee seeking explanation of his habit of coming late to the office.
(10)

(B) A customer has complained about the working of the kitchen chimney that you have supplied. He insists that it should be replaced because the guarantee period is not yet over. Write a reply saying that you will arrange for the necessary inspection and repairs and if the customer is not satisfied with its working, then you can replace it.
(10)

Q-4 (A) One of your customers has failed to pay his bill on the due date and you have not received payment even after two reminders. Draft a suitable, last reminder.
(10)

(B) On behalf of Kalindi Garments, Maninagar, Ahmedabad, write a letter to The Manager, Bank of Baroda, Maninagar Branch informing the authority to close the current account which is in the name of Mrs Kalindi N Khurana.
(10)

OR

Q-4 (A) All your efforts to collect an overdue amount from a customer have failed. You have not even heard from him. You wish to give a last opportunity before warning him of the legal action you may have to take. Draft a suitable letter.
(10)

(B) On behalf of the Manager, Bank of India, Alkapuri Branch, Baroda, draft a letter to the customer who requested for overdraft facility regretting that securities offered by him are not sufficient to fulfill the requirement.
(10)

Q-5 (A) Write a letter to your agent whose performance is not satisfactory inspite of enough support you have given.
(10)

(B) On behalf of Mr. Chirag Thakar, Ahmedabad draft a letter to LIC of India who wants to know surrender value of his three policies.
(10)

OR

Q-5 (A) On behalf of Anjali Garments, C G Road, Ahmedabad apply for agency for the State of Gujarat for the supply of Classic Dress Materials.
(10)

(B) On behalf of Sunshine Industries Ltd, Ahmedabad draft a letter to Insurance Company informing it the collapse of wall of the workshop of the factory. Ask the company for quick inspection and settle the claim due to them.
(10)

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