

SEAT No. _____

No. of Printed pages: 02

[7]

SARDAR PATEL UNIVERSITY
BCOM EXAMINATION – (Semester III)
2020-21

Friday, 8th January 2021
10:00 a.m. to 12:00 p.m.

UB03FCOM01: English & Business Communication -III

Total Marks: 60

Attempt Any four questions

- Q – 1** **A** Who was Edmond Dantes? Why was he arrested? **08**
- B** Describe the meeting between Edmond Dantes and Abbe Faria in prison. **07**
- OR**
- Q – 2** **A** Draw the character sketch of Abbe Faria. **08**
- B** Comment on the end of the play, '*The Count of Monte Cristo*' **07**
- Q – 3** **Read the following passage and answer the questions that follow** **15**

From 1983 till 2011, Unemployment rates in India averaged 9 percent reaching an all-time high of 9.4 percent in December 2010 and a record low of 3.8 Percent in December 2011. In India, the unemployment rate measures the number of people actively looking for a job as a percentage of the labour force. In India, unemployed persons are individuals who are without a job and actively seeking to work.

According to India Skills Report launched in the 3rd CII National Conference on Skill Development 3.4% were found employable Out of about 1, 00,000 candidates. The Report not only captured the skill levels of talent pool but also brought out the hiring estimates across major Industry sectors in the country. As per the report's findings, the coming year would not see bullish hiring in any of the sectors. Out of about 10 sectors surveyed, majority of the sectors (like BFSI, BPO/ITES, Manufacturing etc.), are not expecting a major change in their hiring numbers. Engineering & Core, Hospitality and travel, came out as the only sectors where there will be a significant increase in the hiring numbers. The report also brings out a general trend amongst the employers to look for skills rather than qualifications in candidates. Apart from this, the report has in-depth analysis of the skill pool based on the gender, age-group, and domain along with the states where the most employable pool can be found. It also shows the domain wise hiring trends for the coming year.

Questions:

1. What is the trend of unemployment in India between 1983 and 2011?
2. What is unemployment rate in India?
3. Who are unemployed people in India?
4. What were the outcomes of India Skill Report?
5. What was the general trend observed in the report?

- Q-5 B Write short notes on: 15
1. Semantic Barriers
 2. Physical Barrier
- Q-6 On behalf of Safe Technologies & Services, New Delhi, you had placed an order for water purifiers with Pure Watertech India Pvt.Ltd, Ahmadabad. On receiving the order you found that the order was executed partially and also some of the goods were damaged. Draft a suitable complaint letter. 15
- Q-7 Galaxy Furniture, Chennai has received a complaint regarding delay in the delivery of Steel Furniture and Kitchen Modules from Sonae Furniture, Baroda who placed their two months back. Draft a letter ensuring them quick dispatch and that greater care will be taken in the next consignment. 15
- Q-8 In spite of your several reminders, Shiva Sweet Mart, Ahmedabad has not paid the bills. On behalf of Swastik Packaging Pvt. Co. Ltd., Ahmedabad, write a letter making a final appeal to them. 15

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