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SARDAR PATEL UNIVERSITY**B.Com. Sem.-III (CBCS)****UB03FCOM02: ENGLISH & BUSINESS COMMUNICATION-III****2nd December, 2019, 02:00 PM TO 04:00 PM****60 Marks**

Note: 1). All questions are compulsory.
2). Figures to the right indicate full marks.

Q-1 Answer the following questions.

(08)

[A]: How did Edmond Dantes take revenge on Fernand Mondego?

(07)

[B]: How did Danglars, Fernand Mondego and Caderousse hatch a plot to get Edmond Dantes arrested?

OR

Q-1 Answer the following questions.

(08)

[A]: Write in detail how Edmond Dantes took revenge on Caderousse and brought about his death and destruction?

(07)

[B]: Draw the character sketch of Abbe Faria

(05)

Q-2 [A]: Write a short note on:

1} Mercedes

[B]: Read the following passage carefully and answer the questions that follow:

(10)

The RBI's initiative to provide information on defaulters will help improve banker's lending decisions. If you have borrowed a small sum from the bank and you don't repay, you are in trouble. But if you have borrowed a large sum from the bank and you don't repay, the bank is in trouble. The new policy initiated by RBI may be the first step to rescue banks from defaulting big borrowers.

Defaulters have enjoyed sunshine days for too long. In fact, many were getting increasingly brazen. Quite a few, after having enjoyed defaulted for one bank, did not hesitate to avail fresh credit from another bank. It is decided that banks will supply RBI with information on defaulters. The RBI will then circulate the information amongst all commercial and development banks. The banker is expected to check with the list of defaulters before sanctioning credit or offering non-fund based services to a client.

The system of sharing information on defaulters will be in operation by the end of May. Banks will prepare bi-annually, a list of defaulters of three categories-those who have debts classified doubtful, bad and those against a suit has been filed. The scheme will cover both fund based and non-fund based services. It will also include defaulters at overseas branches of Indian Banks.

QUESTIONS

(1) Who can save the bank from big defaulters? How?

(2) Name the categories of defaulters.

(3) What is R.B.I.?

(4) What is expected of the bankers?

(5) Why did defaulters enjoy the sunshine days for too long?

OR

(1)

(P.T.O.)

Q-2 [A]: Write a short note. (05)
1} The end of the novel

[B]: Read the following passage carefully and answer the questions that follow. (10)

Electronic waste, or e-waste, is a term for electronic products that have become unwanted, non-working obsolete, and have essentially reached the end of their useful life. Rapid advances in technology up gradations in software and hardware, fashion and trend changes, high consumerism, to name a few, are factors that create e-waste. Outdated and older electronic and electric devices become 'trash' or are deemed 'useless', and end up in landfills without proper recycling. Most electronic items that are thus discarded contain one form or other of toxic element such as beryllium, cadmium, mercury, lead and acid fumes. Although they occur in trace amounts, their cumulative effect when exposed to the soil results in extreme hazards for workers as well as the environment. What is more, more than five lakh child labourers are engaged in illegal opportunity lost since almost all electronic waste contains some form of recyclable material, including plastic, glass and metals.

QUESTIONS

- (1) What is e-waste?
- (2) Which factors are responsible for e-waste?
- (3) Which toxic elements are mentioned in the passage?
- (4) Who are engaged in illegal management of e-waste?
- (5) Find out synonyms for the following from the passage:
(a) danger (b) fast

Q-3 [A]: Explain in detail physical barriers to communication. (07)

[B]: Write a detail note on upward communication, its objective, advantages and limitations. (08)

OR

Q-3 [A]: Write short notes on any three of the following: (15)

- (1) Semantic barriers to communication.
- (2) The horizontal communication
- (3) Status block, closed mind and emotions as barriers to communication.
- (4) Downward communication

Q-4 [A]: Write a letter of complaint from the Apna Bazaar, Jamnagar, informing Messrs. Kirloskar Brothers Surat, about certain defects in the goods supplied by them. (08)

[B]: You have received a letter from one of your customers complaining of late delivery of goods. Write a suitable reply. (07)

OR

Q-4[A]: You have received goods from your suppliers which are inferior. Draft a suitable letter of complaint. (08)

[B]: In spite of several reminders, the customer has neither paid the amount nor has replied to them. Write a collection letter threatening legal action if the amount is not paid in a week. (07)

—X—

(2)