

[A-48]

SEAT No. \_\_\_\_\_

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SARDAR PATEL UNIVERSITY  
F Y BCOM (External) EXAMINATION  
(Old Course)  
2019

Friday, 5 April  
02:00 PM to 05:00 PM

EN-101 English & Business Communication-I

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

Marks: 100

- Q-1 Attempt the following: 20
- 1 Who was Simon? What was his profession?
  - 2 Why do you think Pitcher looked surprised when his employer entered the office with his lady secretary?
  - 3 Who was Benjy? Give a brief description of him.
  - 4 Give a brief description of Rosemary Fell and the life she led.
- OR
- Q-1 Attempt the following: 20
- 1 What were the three truths which Michael learnt?
  - 2 What were the possessions that the Johnsons had?
  - 3 Describe the civic condition of Malgudi before Independence.
  - 4 Describe the woman who visited Sherlock Holmes.
- Q-2(A) What is Communication? Explain its concept and attributes with suitable examples. 10
- (B) Writes short notes on 'Order' and 'Warning' as objectives of communication. 10
- OR
- Q-2(A) Explain the Process of Communication with a suitable diagram. 10
- (B) Write short notes on 'Information' and 'Motivation' as objectives of communication. 10
- Q-3(A) Fill in the blanks with appropriate forms of the verbs given in brackets. 10
- 1 I am tired. I \_\_\_\_\_ (go) to bed now.
  - 2 Prithvi usually \_\_\_\_\_ (play) basketball every Sunday.
  - 3 Naran \_\_\_\_\_ (study) English language for three years now.
  - 4 The plane \_\_\_\_\_ (arrive) at 3:30pm tomorrow.
  - 5 Have you \_\_\_\_\_ (write) the letter?
  - 6 It was warm, so I \_\_\_\_\_ (take) off my coat.
  - 7 The moon \_\_\_\_\_ (go) round the earth.
  - 8 Swara \_\_\_\_\_ (wait) for me when I arrived.
  - 9 Ratan \_\_\_\_\_ just \_\_\_\_\_ his lunch. (finish)
  - 10 Krishna is away on holiday. He \_\_\_\_\_ (go) to Mumbai.
- Q-3(B) Rewrite the following sentences with the appropriate modal auxiliaries. 05
- 1 \_\_\_\_\_ you speak any foreign language? (can, may)
  - 2 When we went into the house, we \_\_\_\_\_ smell something burning. (can, could)
  - 3 I believe nurses \_\_\_\_\_ have higher salaries. (should, may)
  - 4 He is very ill. You \_\_\_\_\_ call a doctor now. (can, must)
  - 5 \_\_\_\_\_ I borrow your pen, please? (may, must)

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(P.T.O)

- Q-3(C) Fill in the blanks with appropriate verb forms. 05
- 1 If the weather \_\_\_\_\_, we will go for a walk. (clear)
  - 2 If you \_\_\_\_\_ fast, you would be an Olympic Champion. (run)
  - 3 If we had gone by car, we \_\_\_\_\_ time. (save)
  - 4 If they finish their work, they will go out. (Use unless)
  - 5 If Vishal \_\_\_\_\_ the facts, he would tell us what to do. (know)
- OR
- Q-3(A) Change the Voice of the following sentences and rewrite them. 10
- 1 Punit drives a car.
  - 2 Anu has taken her notes.
  - 3 They were not shopping for clothes.
  - 4 Had she made a picnic plan?
  - 5 Bhavini sings a song.
  - 6 Chetna has posted the birthday card.
  - 7 They were watching a cricket match.
  - 8 The manager granted me the permission.
  - 9 Do you speak English?
  - 10 Was she beating the child?
- Q-3(B) Rewrite the following sentences with the appropriate modal auxiliaries. 05
- 1 \_\_\_\_\_ I use your car? (may, would)
  - 2 Though she spoke in very low voice I \_\_\_\_\_ understand what she said. (could, may)
  - 3 You have been travelling all day. You \_\_\_\_\_ be tired. (must, can)
  - 4 We \_\_\_\_\_ not leave the office before five o' clock. (should, may)
  - 5 I \_\_\_\_\_ get up early tomorrow as I have a train to catch. (have to, can)
- Q-3(C) Fill in the blanks with appropriate verb forms. 05
- 1 If the weather \_\_\_\_\_ fine tomorrow, they will go for picnic. (to be)
  - 2 If I was qualified, I \_\_\_\_\_ for the job. (apply)
  - 3 If Hetul \_\_\_\_\_ so much cake, he wouldn't have been sick. (eat)
  - 4 If Ravi had any sense, he \_\_\_\_\_ a second-hand car. (not+buy)
  - 5 If the patient had received medical aid in time, he would have been saved. (Rewrite the sentence using Had instead of If)
- Q-4(A) Write short notes on: 10
1. Heading in a business letter
  2. Salutation in a business letter
- (B) Gandhi and Sons, Surat, want to inquire about the prices of a variety of sports goods with Pal Sports Stores, Mumbai. Draft a letter of inquiry on behalf of Gandhi and Sons. 10

OR

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- Q-4(A) Write short notes on: 10
1. The Body of a business letter
  2. Signature in a business letter
- (B) Zara Garments, Kolkata, have received a letter of inquiry from Anks Garments, Rajkot asking for the prices of readymade garments. Draft a suitable reply to Anks Garments. 10
- Q-5(A) Sun Shine Bags, Surat are much impressed by quotation of 'Executive' leather bags offered by Ladani Bags, Bhavnagar. On their behalf draft the letter placing the order with Ladani Bags, Bhavnagar. 10
- (B) Rathod Brothers, Bhuj had placed an order for plastic buckets with Bright Plastic Production House, Mumbai. However, they realized that they already have sufficient stock and the order was placed by mistake. On their behalf, write a letter to the supplier cancelling the order. 10
- OR
- Q-5(A) You have received an order to supply five hundred 'Super Cool' shirts and t-shirts but owing to some unavoidable circumstances you are not in position to supply the goods within the given time limit. Write a letter to the customer requesting for an extension of 20 days to supply the goods. 10
- (B) As a supplier in domestic appliances, Mixer Empire, Surat have received an order for 'PRIME' mixers, which they do not stock. On their behalf draft a letter to Nijanand Home Appliances, Surat offering 'MASTER' mixers instead of 'PRIME' mixers. 10



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