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SARDAR PATEL UNIVERSITY

F.Y.B COM (EXTERNAL) EXAMINATION 2014

06/03/2014(Thursday) 10.30 AM TO 01.30 PM

EN-101 ENGLISH&BUSINESS COMMUNICATION-1

TOTAL MARKS-100

Q-1 Answer the following questions: (20)

- (1) Why was Matrena angry with Simon for bringing home the stranger? Why did her heart soften for the stranger later?
- (2) Why do you think Pitcher looked surprised when his employer entered the office with his lady secretary?
- (3) Give a brief description of Rosemary fell and the life she led.
- (4) Who was Benjy? Give a brief description of him.

OR

Q-1 Answer the following questions: (20)

- (1) What was the cause of Miss Sutherland's anxiety? How did she wish Holmes to help her?
- (2) How was Paul's mother responsible for the tragic death of her son?
- (3) What were the conditions under which the young man had to spend the years of his captivity?
- (4) Give a description of the Valley in your own words.

Q-2 Write short notes on: (20)

- (1) Attributes of communication.
- (2) Feedback in Communication Process.
- (3) The end of 'Lawley Road'.

OR

Q-2 Write short notes on: (20)

- (1) Concept and definitions of Communication.
- (2) Encoding and Decoding in Communication Process.
- (3) 'Advice' as an objective of Communication.

Q-3 (A) Write short note on: (05)

The inside address

(B) Mahalaxmi Stationers, Mota Bazaar, V V Nagar inquires of The Natraj Files & Stationaries, Bombay, for a varieties offiles. Draft a letter. (15)

OR

Q-3 (A) Write short note on: (05)

'Courtesy' in Business Letter

(B) As a sales manager of City Girl, Bombay, write a reply to harish hosiery Mart, 101- Super Market, Anand who has inquired about the latest summer collection in night wears in cotton & hosiery material and terms of business. (15)

Q-4 As an owner of RK Industries Ltd, Ashram Road, Ahmedabad, draft a letter ordering steel tables, chairs & cupboards & plastic chairs to Nice Steel Furniture, Makapura, baroda. (20)

OR

Q-4 Hydro Pneumatic Equipments have received a large order for industrial pipes. They need extention of one week time for the execution of the order. Draft a letter to Anjney Tubes Ltd., Narol, Ahmedabad. (20)

Q-5 (A) Fill in the blanks with the right form of the verbs given in brackets. (10)

- (1) In India it ----- during the months of June, July and August. (Rain)
- (2) Right now Rahil ----- in Singapore because his company has sent him there. (Work)
- (3) They ----- a meeting inside. (Have, has, had)
- (4) Mr George ----- to church on every Sunday. (Go)
- (5) The singers were singing the last song when the stage ----- . (Collapse)
- (6) Either the student or the teachers ----- giving the right information. (Be)

- (7) My father ----- me with my home work. (Help)
- (8) I ----- in Hyderabad from 1944 to 1997. (Live)
- (9) The baby bird is opening out its wing. I ----- it will fly. (Think)
- (10) She ----- come to school tomorrow. (Shall, will)

(B) Fill in the blanks with the appropriate modals given in brackets. (05)

- (1) Mr. Dubey spilled tea on his shirt. He ----- change clothes before dinner. (Should, must, will)
- (2) Every one ----- pay attention to local politics. (Should, will, can)
- (3) You can't open a can without a can opener, ----- you? (Will, shall, can)
- (4) You ----- tell him about his error. (Have to, have to, will)
- (5) ----- you please take these letters to the post office before noon? (Could, may, should)

(C) Do as directed: (05)

- (1) If I ----- from Italy, I could speak Italian. (Was, were, are)
- (2) If my room were larger, I ----- put a sofa in it. (would, should, could)
- (3) She can lend you money if you explain your need properly. (Use 'provided')
- (4) Work hard or you will fail in the exam. (Use 'unless')
- (5) If I ----- a new bike, I would buy one. (Need)

OR

Q-5 (A) Fill in the blanks with the appropriate forms of verbs given in the brackets: (10)

- (1) My father ----- the news paper every morning. (Read)
- (2) All rivers ----- towards the ocean. (Flow)
- (3) I ----- the plants today because the gardner is unwell. (Water)
- (4) The teacher ----- us maths when the principal called her to the office. (Teach)
- (5) Maya ----- to Bangalore next week. (Go)
- (6) He ----- interesting photographs. (Take)
- (7) Neither Rinku nor her friends ----- able to give the answer. (Be)

(8) One of our teachers ----- accompanied us to the book fair. (Have)

(9) It ----- going to be very hot this summer. (Be)

(10) I ----- a scholarship from my university for higher studies in 1995. (Get)

(B) Fill in the blanks with the appropriate modals. The moods are given in brackets. (05)

(1) A Zebra ----- stretch its neck to reach the tops of trees. (Inability)

(2) A year ago I ----- speak English, but now I can. (Past inability)

(3) Dark clouds are gathering in the sky. It ----- rain soon. (Possibility)

(4) ----- you help me lift it? (polite question)

(5) One cow ----- produce as much as 3860 kgs of milk in a year. (Ability)

(C) Do as directed (05)

(1) If I were hungry, I ----- eat a Big Mac. (Should, would, could)

(2) If her partner had performed well, she might have wo the competition. (Begin with 'Had')

(3) If you are prepared to leave early, I shall arrange for a vehicle. (Use 'unless' in place of 'if')

(4) If I ----- a new bike last year, I would have bought one. (Need)

(5) If you ----- long walks every day, you would feel better. (Take)