

[A-18]

SEAT No. _____

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SC

SARDAR PATEL UNIVERSITY
SY BCOM (External) EXAMINATION
2019
Saturday, 13 April
10:00 AM to 01:00 PM
EN-202 English & Business Communication-II

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

Marks: 100

- Q-1 Attempt the following: 20
1. What happened to David after his mother's death? Describe his life in London.
2. Write a detailed note on Emily's elopement and the plight of Mr Peggoty.
OR
- Q-1 Attempt the following: 20
1. Write a detailed note on: David Copperfield's friends
2. Draw a character sketch of Uriah Heep and describe the scene of his exposure.
- Q-2(A) Write short notes on: 10
1. Besty Trotwood
2. Dora's birthday celebration
- (B) Write a detailed note on: Upward Communication 10
OR
- Q-2(A) Write short notes on: 10
1. Clara
2. The Opening of the novel David Copperfield
- (B) Write a detailed note on: Socio-psychological Barriers 10
- Q-3 Swara Juice, Rajkot have received a consignment of juices in a damaged condition from Raja Foods Factory, Vadodara. Draft a letter of complaint on behalf of Swara Juices to the suppliers informing them about the damages and asking for suitable adjustment. 20
OR
- Q-3 Rathod Woolen Wears, Ahmedabad receive a complaint from Angel Sweater Suppliers, Bhuj for supplying defective sweaters. Draft a letter of adjustment on behalf of Rathod Woolen Wears. 20
- Q-4 Draft a letter on behalf of the Manager, Aditya Departmental Stores, V V Nagar to the Branch Manager, Bank of Baroda requesting the bank to grant an overdraft facility to the extent of Rs. 3,00,000/- against certain securities for a period of one year. 20
OR
- Q-4 Prithvi General Stores, Bharuch have not paid long overdue bills in spite of several reminders. Write a letter on behalf of Laxmi Suppliers, Surat threatening to take legal action if the bill is not paid within a week. 20
- Q-5 Apply for an agency for Smith Air Coolers for your district. Give details of the facilities you can offer emphasizing the suitability of your premises and long experience of sale and services of air coolers. 20

(1)

(P.T.O.)

OR

Q-5 Attempt the following:

- (A) One of the employees is doing some independent business during office hours. Draft a memorandum to the employee seeking explanation. 10
- (B) As a nominee of a Policy holder, draft a letter to the Divisional Manager, Life Insurance Corporation of India, intimating the death of the Policy holder and claiming the insured sum. 10

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