

SARDAR PATEL UNIVERSITY
SY BCom (External) Examination
Thursday, 13 March 2014
2.30 - 5.30 pm

EN 202 - English and Business Communication II

Total Marks: 100

- Q.1 Attempt the following : [20]
 (A) Write a note on David's childhood.
 (B) Draw a character sketch of Micawber.
- OR**
- Q.1 Write notes on the following : [20]
 (A) The end of the novel David Copperfield
 (B) Emily
- Q.2 Write notes on the following :
 (A) The role played by Mr. Peggotty [05]
 (B) Betsey Trotwood [05]
 (C) Upward Communication [10]
- OR**
- Q.2 Write notes on the following :
 (A) Clara [05]
 (B) The opening of the novel David Copperfield [05]
 (C) The Semantic barriers [10]
- Q.3 Patel Furniture Mart, Anand have received the consignment of steel furniture in a damaged condition from Royal Steel Furniture Mart, Rajkot. Draft a letter of complaint from Patel Furniture Mart. [20]
- OR**
- Q.3 Write a letter of apology on behalf of the Business Manager, Raymond Store, Vadodara to a customer who has complained of discourtesy when he visited the store. [20]
- Q.4 Draft a letter on behalf of a customer requesting the Bank Manager to stop payment of a cheque. [20]
- OR**
- Q.4 Raju General Stores, Borsad have not paid long overdue bills in spite of reminders. Write a letter on behalf of Shiva Suppliers, Mumbai, threatening to take legal action if the bill is not paid within a week. [20]
- Q.5 Draft a letter on behalf of Principal reprimanding an agent for unsatisfactory performance. [20]
- OR**
- Q.5 (A) Draft a show-cause notice to an employee for his gross misbehaviour with his superior. [10]
 (B) Draft a letter on behalf of a policy holder enquiring about the surrender value of a policy. [10]