

Enrollment No: _____ Exam Seat No: _____

C.U.SHAH UNIVERSITY

Winter Examination-2018

Subject Name : Communication Skills in English-II

Subject Code : 4CO04CSE1

Branch: B.com

Semester : 4

Date : 02/11/2018

Time : 10:30 To 1:30

Marks : 70

Instructions:

- (1) Use of Programmable calculator & any other electronic instrument is prohibited.
 - (2) Instructions written on main answer book are strictly to be obeyed.
 - (3) Draw neat diagrams and figures (if necessary) at right places.
 - (4) Assume suitable data if needed.
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Q-1 Attempt the following questions: (14)

- a) Who has written *The Old Man and the Sea*?
 - i) Arther Miller
 - ii) Earnest Hemingway
 - iii) William Faulkner
- b) Earnest Hemingway is an _____ writer.
 - i) American
 - ii) English
 - iii) Indian
- c) The name of the aging fisherman in *The Old Man and the Sea* is _____.
 - i) Manolin
 - ii) Pedrico
 - iii) Santiago
- d) Santiago is a _____ fisherman.
 - i) Cuban
 - ii) American
 - iii) Egyptian

The Old Man and the Sea tells the story of a battle between an aging
- e) fisherman Santiago and a large _____.
 - i) marlin
 - ii) shark
 - iii) whale

“Our parcel against our order was received in a damaged state” can be a line
- f) in which of the following type of letters?
 - i) complaint letter
 - ii) enquiry letter
 - iii) order letter

‘Please send us your illustrated catalogue and price list’ can be a line in
- g) which of the following type of letters?
 - i) complaint letter
 - ii) enquiry letter
 - iii) order letter

‘We give below our order for the following items’ can be a line in which of
- h) the following type of letters?
 - i) complaint letter
 - ii) enquiry letter
 - iii) order letter

‘We apologise for the error and assure you our best service at all times’ can
- i) be a line in which of the following type of letter?
 - i) complaint letter
 - ii) adjustment letter
 - iii) order letter

A _____ may be used for conveying a warning to an employee, information
- j) about goods, resolution of complaints.
 - i) circular
 - ii) memo
 - iii) notice

A _____ should contain the receiver’s and sender’s designation, subject
- k) line, date and content.
 - i) circular
 - ii) memo
 - iii) report
- l) A _____ is a description through observation, enquiry, collection of data etc.
 - i) circular
 - ii) memo
 - iii) report
- m) Title, plot, moral etc. are needed to write a _____



artificial--- Queen impressed with his wisdom.

Q-6 Attempt all questions

(14)

- a) Read the paragraph carefully and answer the questions below.

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Too much importance must not be attached to the wrongs acts done by children, particularly if they happen to be of a minor nature. Many boys and girls at a young age are likely to be in the habit of stealing, neglecting their studies, slipping out of their classes, or using bad language. In nearly every case, the root cause of the trouble is the fear that proper care of the child is not taken in the house, or sufficient interest is not shown in him. But if the parents were wise, they would correct the faults of their children by paying more attention to them. Whatever the case, one thing should never be done. The bad thing in the children should never be repressed, that is, they should not be compelled to change for the better under fear of the rod. Physical punishment done not improve them. It only makes worse than before.

- (a) What do boys and girls at a young age do?
(b) What is the root cause of their misbehavior?
(c) What is the duty of a wise parent?
(d) Why should not a rod be used to make children better?
(e) Give a suitable title to the above paragraph.

- b) Write a story from the following outlines and give a title and a moral if any.

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A king distressed--- his people lazy--- to teach them a lesson he put a big stone in the middle of the road one night--- next day merchants pass and go round it--- an officer driving his carriage did the same--- all cursed the stone and blamed the government for not removing it--- then the king had the stone removed--- under it was an iron box, marked, “for the man who moves away the stone” --- inside a purse full of money--- the people were ashamed.

Q-7 Attempt all questions

(14)

- a) Write a complain letter to Sui- Dhaga Industry, Gujarat for the delay in supplying bed covers to your hotel at Mumbai.
b) Place an order in tabular form for ball-pens, refills, and pencils for your office stationary shop at Wadhwan City, Gujarat.

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Q-8 Attempt all questions

(14)

- a) Write a memo warning an employee on account of being habitually late.
b) Write a circular appealing all the employees to donate generously to the flood affected people in Kerala.

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