

Ajay Kumar Garg Engineering College, Ghaziabad  
Department of MCA  
Sessional Test-II  
Solution

Course: MCA  
Session: 2017-18  
Subject: Professional communication  
Max Marks: 50

Semester: I  
Section: MCA-1  
Sub. Code: RCA- 105  
Time: 2 hour

Note: Answer all the sections.

Section-A

1. What is topic sentence?

Ans- The topic sentence is the main idea of each paragraph. It contains the focus of the paragraph & tells the readers what the <sup>Para</sup>topic of is going to be about. Although the topic sentence can be located anywhere in a paragraph, it is usually located at the beginning of each paragraph.

2. Define negotiation.

Ans- Negotiation is an open process for two parties to find an acceptable solution to a complicated conflict.

3. Write answer for each one:

- (a) Verb of the word 'blood' is bleed
- (b) Add suitable prefix: 'clockwise' anticlockwise
- (c) Add suitable suffix: imagine imagination
- (d) Unity means oneness

4. (a) Use the following in your own sentences to bring about meaning

→ Slay - kill

The knight slew the dragon

→ Sleigh - large open vehicle that is usually pulled by a horse over snow

The sleigh bells sang a tune to thrill the blood

(b) Give synonym of the following word:

Praise - applaud

(c) Give the antonym of the following word:

Tentative - definite

(5) Define AIDA

AIDA is the principle of Business letter which refers

A - Attention

I - Interest

D - Desire

A - Action oriented

Section - B

(6) Transform the following as directed:

(a) These mangoes are too cheap to be good.

(Remove too)

These mangoes are so cheap that they can not be good.

B. Few historian write as interestingly as Joshi

(change to comparative)

Joshi writes more interestingly than most historians.



Ques-6 Transform the following as directed:

- (a) These mangoes are too cheap to be good.  
(Remove too)

These mangoes are so cheap that they  
can not be good

- (b) Few historians write as interestingly as  
Toshi (Change into Comparative)

Toshi writes more interestingly than most  
historians.

- (c) No metal is as useful as iron (change  
into Superlative)

Iron is the most useful metal.

- D) He knows the bad man (change in complex)

He knows the man who is bad.

- E) He knows that the earth is round.  
(change into Compound)

The earth is round and he knows it.

Ques. 7 Write a paragraph using inductive method & underline the topic sentence

Ans- An inductive paragraph begins with either evidence or reasons leading to the statement of the writer's claim at the end of the paragraph. We move here from particulars to general & find topic sentence in last.

Example:

There are basketball players from the 1980s who have scored at least 5 points on average. Therefore, basketball players from the 1980s have scored at least 5 points on average:



Ques-8 What are the elements to frame a business letter?

Ans → A formal business letter contains the following elements in its structure:

Heading: This is the sender's address; street address, city & pin code, telephone, fax & e-mail address.

Date: The month, day & year (Oct. 9, 2017) <sup>Example</sup> in this pattern we mention daydate in letter.

Reference: This is optional. The writer's & recipient's reference should be mentioned. Ex → Ref: AVS/SP/04/329

Inside Address: The inside address is Reciever's address. It includes a personal title or Post.

Salutation: It is greeting, used to address the reciever of the letter. It is based on Inside address as: Sir/Madam, Dear Mr. Jones etc.

Subject: This is also optional, Here Topic of the letter is mentioned in a phrase form.

Body: Body of letter is divided into three parts Introduction description & Conclusion or closing segment.

Complementary Close:- It can be very formal (Sincerely / Respectfully) or some what less formal (Yours truly / Best regards)

Signature! The signature contains the writer's name & title and, in some cases, the name of the organization.

Enclosures:- This is optional. If any documents are enclosed along with letter, they should be listed at the end of the letter.



## Ques-9 Style in Report Writing

Ans → Style in Technical Communication is the way one speaks or writes to convey technical information. Style is the distinctive mode or manner of expressing ideas in language similar to Technical Communication in report writing this distinctive manner may refer to the process of choosing appropriate:

Words & phrases

Sentence structure & types

Rhetorical devices or discourse writing.

Style depends on several factors. largely depends on:

The audience: Message is interpreted as per the audience level & background.

Communicative purpose: → As per the purpose of sending information, style is modified.

Context: Context of message is presented in different style.

The Report writing style is very formal & contains some certain features:

1. clarity of thought:

A Good report has clarity of thought. It is drafted in a simple clear & lucid language. A reader should be able to understand the entire report easily, exactly & quickly.

2. Complete & self-explanatory:

A Good report is always complete & self explanatory document. It should give complete information to the reader in precise manner.

3. Comprehensive but Compact:

An analytical long report needs a lengthy description sometimes. This description should be summerized in minimum number of words. Reports are always compact in form.

4. Factual:

Reports are always based on facts. So it is formal document & presents the facts, collected during the investigation or any other work.

5. Objective: Reports are always objective in tone. It is impartial. It presents as it is data. So the style of Report is formal & factual.



Ques-10 What is proposal Writing? Describe the different types of proposal writing

Ans- A proposal is a method of persuading people to agree to the writer's view or accept his suggestion.

Proposal initiate new projects, provide fresh ideas, solve problems, or reinforce & prompt innovative strategies.

"Proposal is a systematic, factual, formal & persuasive description of a course of action or set of recommendations or suggestions. It is written for specific audience to meet specific need."

Types of proposal Writing

Classified:

proposal can be

According to Structure

Non-formal & formal:- Proposal can be formal & non formal depending on their length & format. A non formal proposal is a brief description of suggestion or recommendations that are introductory in nature.

Formal proposals are usually written to initiate big projects & require elaborate description. It contains all the elements of structure of proposal writing.



According to ~~structure~~ nature of audience

→ Internal & External →

An internal proposal is addressed to readers within an organization. It may offer to study a problem, situation, condition or issue in the company or organization & may present different options for solving it.

→ External proposals are communicated outside an organization. It may offer a plan to solve a problem, give appropriate suggestions & recommendation. These proposals are more formal, detailed than internal proposals.

According to source of origin:

→ Solicited & Unsolicited

A solicited proposal is written in response to a specific request from a client or company. These are the reply of RFP (Request for Proposal). Unsolicited are written without any request for proposal. As they intended to propose a solutions, or recommendations. It is presented mostly in within organization.



## Ans-11 Adjustment letter:

Adjustment letters opens with an appreciation of problem, explain the situation, promise positive action, & close with a statement of good will.

Example of adjustment letter:

BHARAT SANCHAR NIGAM LTD  
DHANBAD TELECOM DISTRICT

Oct 9, 2017

MR Dulal Shrivastava  
14, Luby Circular Road  
Dhanbad - 826004

Dear Mr. Shrivastava

Thank you for your letter dated ~~Today~~ Oct. 3, 2017 pointing out a billing error on your Aug. Sep. telephone bills.

We are sorry for inconvenience caused to you. I discussed the problem with our Accounts officer and found computer did not show your payment because you made the payment manually - which was reached the account section after bills had been finalised.

The error have been corrected & you will receive corrected bills with in a week.

Thank you for your cooperation

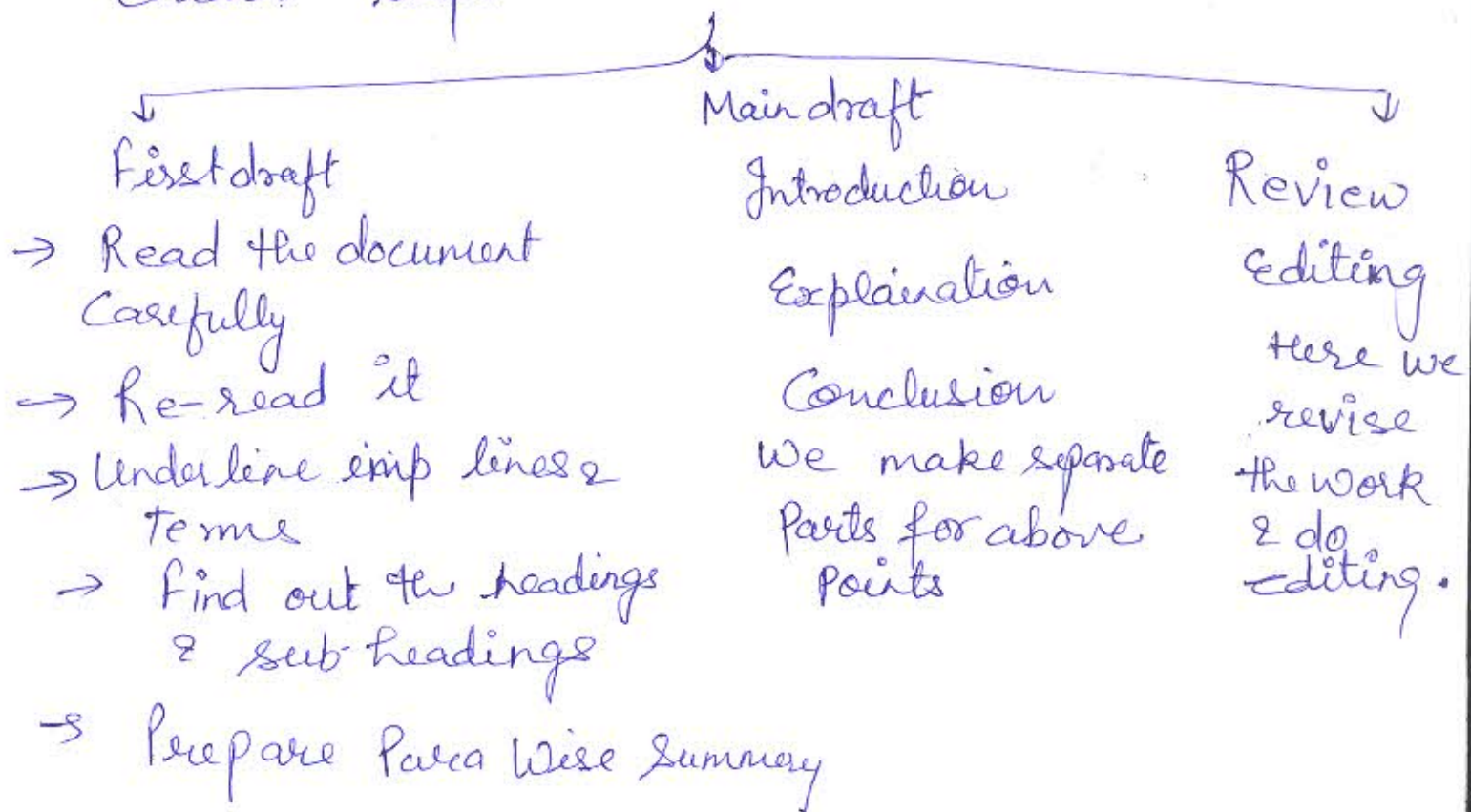
Sincerely,  
General Manager  
DTD  
Dhanbad

Ques 12 What is art of condensation? What are the steps to prepare condensed paragraph?

Ans → Precis is the synonym of condensation. & it is an art, to extract the maximum information and then convey the information in the minimum no of words. The goal is to preserve the core essence of original report in a manner which is both clear & concise.

Steps to prepare condensed paragraph:-

To prepare a condensed paragraph we follow some certain steps.





Things to remember to make condensed para:

- We choose short title which expresses the subject.
- Selection & noting-down the important points are necessary part of to prepare precis writing
- We should prefer short sentences
- We use Active-Voice
- Precis writing is the  $1/3$  length of original length.
- To conclude art of Condensation is piece of work of detailed study in minimum number of words carrying originality & clarity of original work.

—:—

P<sub>23</sub>/10/17