

Sardar Vallabhbhai National Institute of Technology, Surat

B.Tech-I (Sem.-I)

Mid Semester Test

English & Communication Skills

Date-28/09/11

Time: 1 hour

M.M- 30

I. Attempt any 1 out of the following questions.

(8)

1. As the Head of the Department place an order for 50 printers with HP Sales Pvt. Limited, Mumbai. Also state the mode of delivery and mode of payment that you prefer.
2. Draft a letter of enquiry to Essar Steel Co. Limited, asking for a copy of their latest catalogue. Ask for their best trade terms.
3. You have received a complaint that 3 out of 20 computers supplied by your company were delivered in damaged condition. As the Manager of HCL Pvt. Ltd., Bangalore, write a suitable adjustment letter in reply.

II. Write the Minutes of the Fifth meeting of the Board of Governors of ICICI Bank Ltd., Mumbai.

(8)

III. Attempt any 1 out of the following questions.

(7)

1. The General Manager of Comfort Home Appliances Ltd., Kolkata, is worried about the wastage of stationery in almost all sections of the company. As the General Manager draft a memo to be sent to all Sectional Heads, asking them to identify the reasons behind such wastage and also advise the employees under their control to restrain from such wastage.
2. The Hindustan Electricals Private Ltd., New Delhi has won the first prize for maintaining maximum safety of its employees. As the Managing Director of this company, draft a memo to be circulated among all the employees congratulating them for their praiseworthy effort.

IV. Fill in the blanks with appropriate words:-

(7)

1.communication is preferred as it can give instant feedback.
2. In business communication can be brought by avoiding irrelevant facts.
3. In Modified Block the date and signature are written on thehand side.
4. A person's appearance and dress are also a part ofcommunication.
5. People with "know it all attitude" are called.....
6. Emotional outburst leads tobarrier to communication.
7. Interference in the medium of communication is called noise in the