

Sardar Vallabhbhai National Institute of Technology, Surat
Mid Semester Test
B.Tech-I (Sem.-I)
English & Communication Skills

Time: 1 hour

M.M- 30

I. Attempt **any 1** out of the following questions:-

(08)

- a) Draft a letter complaining about the damaged furniture delivered to your office by Godrej Interio Co. Ltd.
- b) You have received a complaint that 4 room-heaters out of 12 supplied by your company were delivered in damaged condition. As the Manager of your company write a reply offering replacement.
- c) You have received an order from HDFC Bank Ltd., Surat for 10 15" LCD Monitors, write a letter of reply giving the time and mode of delivery. Also mention the mode of payment you prefer.

II. Attempt **any 1** out of the following questions :-

(07)

- a) As the head of your department draft a speech in not more than 250 words which you will deliver on the inauguration of a new Factory set up by your company.
- b) As the General Secretary of your college, draft a speech in not more than 250 words, welcoming the first year students and making them aware of the good aspects of SVNIT.

III. Draft the minutes of the third meeting of the Board of the Directors of Ambuja Cement Co. Ltd.

(10)

IV. State whether the following statements are **True** or **False**:-

(05)

- 1. Silence, time and space are types of oral communication.
- 2. Categorical thinking is a cause that leads to Intrapersonal Barrier to communication.
- 3. Written communication is preferred as there is possibility of review.
- 4. Limited vocabulary can lead to organizational barrier to communication.
- 5. Semantic noise is generated internally resulting from errors in the message.

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Sardar Vallabhbhai National Institute of Technology, Surat

B.Tech – I

English & Communication Skills

M.M. 50

Time: 2 hours

Date:

- I. Answer whether the following questions are True or False :- (08)
1. In a business letter it is essential to be courteous and considerate.
 2. To write a report in a Printed Format one needs a printed form.
 3. In a business letter enclosure should be mentioned on the top left hand side.
 4. In Analytical Report the writer need not give any analysis or recommendations.
 5. The writer of Analytical Report should be able to evaluate information and make appropriate inferences.
 6. Each item in Minutes of a meeting is numbered and given a brief heading.
 7. Body language, gesture etc. are part of oral communication.
 8. Project report is a kind of informational report.
- II. As the head of your department draft a speech of not more than 300 words, which you will deliver at the inauguration of a new plant in your factory.

OR

- You have received an order from Essar Steel Co. Ltd., Surat for ten Dell Personal Computers. Write a letter of reply giving the time and mode of delivery. Also mention the mode of payment you prefer. (07)
- III. Write five sets of dialogue between two colleagues in an office, where Mr. Raman is trying to convince Mr. Patel to lower his voice when he talks on the phone, as it disturbs others

OR

- Write five sets of dialogue between a customer and a lazy clerk of a Bank. Show the disagreement and argument through their dialogue. (10)
- IV. The Managing Director, Parag Textiles Surat, wishes to open a new showroom in the commercial area of the city. As the sales head draft a report suggesting a suitable area for the showroom giving your recommendations. (10)

OR

- The Management of Infosys India limited, Bangalore has employed you to study the occupational hazards that Information Technology (IT) Professionals face. For this purpose prepare a manuscript report on the topic "Occupational hazards that threaten Information Technology Professionals at Infosys India limited."
- V. Imagine that you were the Secretary in attendance at the Seventh annual meeting of the Executive Committee of the Lion's Club held at 6 p.m. on Thursday 6 Nov.2010. Write the minutes of the meeting. (07)

- VI. Arrange the following parts of a business letter in ascending order i.e in the sequence they appear in a letter. (04)

(i) Salutation (ii) Reference No. (iii) Leave taking/Complimentary Close
(iv) Inside address (v) Letterhead/ Heading (vi) Signature (vii) Enclosure
(viii) Date

- VII. Fill in the blanks with appropriate choices from the given bracket: (04)

- _____ presents facts of a case, problem, condition or situation without any analysis, interpretations or recommendations. (informational report / analytical report / routine report)
- _____ pattern of speech chooses to divide and arrange the different parts of a speech into various kinds of a something. (casual pattern / topical pattern / spatial pattern)
- _____ kind of speech includes 'word to word' reading style. (speaking from manuscript / speaking impromptu / speaking from memory)
- Project Report is an example of _____ report. (analytical / informational / routine)

