

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.



.....