

**Sardar Vallabhbhai National Institute of Technology, Surat**  
**English & Communication Skills**  
**Mid-Semester Examination**  
**B.Tech I Semester II**

**Date: 13 March 2012**

**M.M. 30**

**J. Answer any one from the questions given below:-** **(08)**

1. As the Manager of Softech Computers, 9 Naidu Road, Hyderabad-500007 write an order letter to Hindustan Computers Limited (HCL), 140 M.G. Road, Bangalore-500001 placing an order of 24 Personal Computers. Also give proper details of the product and date of delivery.
2. As the Purchase officer of a company, write a complaint letter to Uniflex Ltd., New Delhi, pointing out the damage which was discovered after checking the consignment containing Compact Discs sent to you by the supplier. Invent the necessary details.
3. Calcutta Aluminium Co. Ltd. wants to set up a new office in Surat. As the newly appointed Manager draft a letter of enquiry to a furniture shop inviting quotations with all the details.

**II. Answer the following by inventing suitable details:-** **(10)**

Write Minutes of the 6<sup>th</sup> meeting of the Finance Committee of Bajaj Industries Co. Ltd. held on 2<sup>nd</sup> March 2012 at its Mumbai Head Office .

**III. Answer any one from the questions given below:-** **(07)**

1. Elite Industries Ltd. Gurgaon. has decided to replace the furniture in its Marketing and Human Resource Development Divisions. As the Manager write a memo to the Purchase Officer to identify the items of furniture to be replaced, and submit a memo containing all the related details for administrative approval. Also mark a copy of the memo for the Finance Manager.
2. The Clean Food Containers Ltd. Mumbai has decided to provide internet surfing facilities to all its employees. As the Managing Director of this company, draft a memo to be circulated among all the Divisional Heads asking the number of computers to be made available in each department.

**IV. Choose the correct word from words given in the bracket to complete the sentences:-** **(05)**

1. Hand writing of a person communicates about his personality. It is studied under .....communication. (verbal/ non-verbal)
2. Identify the communication barrier in this sentence. "It is quite tedious to manually work on the students' records, but I fear using the computer as it might corrupt all our data."(Impervious Categories/Varied perceptions)
3. Including only relevant facts brings in ..... in communication (completeness/conciseness)
4. Identify the correct word to be used in the following sentences (a) This act will not (effect/ affect) my confidence in you. (b) The (principle/principal) of honesty should be maintained in business.