**National University of Computer & Emerging Sciences, Karachi  
Fall/Spring/Summer-2020 CS-Department  
Mock Exam   
12th June, 2020; 4:00 pm to 5:00 pm**

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| **Course Code: SS108** | **Course Name: Technical & Business Writing** | |
| **Instructor Name: Ms. Sameera Sultan & Ms. Javeria Ali** | | |
| **Student Roll No:** | | **Section No:** |

**Instructions:**

* **Read each question completely before answering it.**
* **Answer all the questions in your answer copy.**

**Time: 1 hour** **Max Marks**: **25 points**

**Q1**

**Read the email and answer these questions. [4]**

1. Why is Ms Sanchez going to visit Ewa Gobcewicz at the Ashton Hotel? For Interview
2. Match the purpose (a–c) to the paragraph (1–3) in the email.
   1. giving directions - 3
   2. giving an invitation - 1
   3. giving further details and instructions - 2

Dear Ms. Sanchez:

Further to your application for the post of Front of Hotel Manager at the Ashton Hotel, London, I am writing to invite you to an interview on 3rd November at 14.00 in the hotel’s Azure conference room. If you are able to attend at this time, please confirm your attendance by the end of tomorrow at the latest.

The interview will last approximately one hour and the interview panel will consist of three people: myself, Mr. Ricardo Gonzalez, Regional Head of Ashton Hotels in Europe, and Ms. Leila Moncure, General Manager for the London hotel. Our questions will focus on your suitability for the job, based on the attached job description and selection criteria.

We advise you to arrive at the hotel by public transport as parking cannot be offered. The hotel is three minutes’ walk from Green Park underground station, or buses 141 and 143 stop in front of the main entrance. Please let me know if you have any special requirements which we might need to consider in relation to the interview arrangements.

We look forward to meeting you.

Yours sincerely,

Ewa Gobcewicz

Head of Human Resources

**Q2**

1. **Read the complaint and answer these questions. [3]**
2. ~~Is it about a service or a product?~~  **~~Service~~**

1. What problems have there been? **Internet use is often interrupted. Download speed is very slow. Not a very good and quick service**

2. Has the writer spoken to a real person? **No, ~~but~~****~~writer is writing complain to a real person.~~**

1. Does the writer want a refund, a repair or replacement? **Repair/Service**
2. **Match paragraphs 1–3 with the purpose a–c. [3]**
3. action required- 3
4. background to the complaint - 1
5. details of the problems - 2

Dear Sir:

My new internet service was installed on 3rd January by your company technician. I subscribe to your Premium Business Plan service. Apparently this guarantees (according to your website) ‘maximum download speeds and superfast broadband’. However, it is now two weeks since installation and there have been a series of problems with the service.

First of all, internet use is often interrupted or download speeds are very slow. This means that I am unable to videoconference with colleagues and clients. Worse still, on 10th January there was no service at all so I telephoned your helpline. I was told by a recorded voice that the service was temporarily interrupted. In fact, the service did not return until 24 hours later. The internet service continues to be slow.

Having been unable to speak to someone, I am writing to you to demand that a technician solves the problems immediately. I intend to withhold any further direct debits from my bank account until the matter is resolved.

**Q3**

**Imagine that you work in the hospitality industry. You work in the IT department. Your boss has arranged a training session on the topic “Using Social Media in the Hospitality Industry”. You are required to attend this training session, but due to certain unexpected reasons, you cannot attend the session. Write a negative news business letter to your boss informing that you cannot attend the training session. Follow the Indirect approach and write all the formal components of the letter using the block format only. [10+5]**

**Warning: Kindly write yourself. Do not plagiarize.**