BUSINESS COMMUNICATION (CS/ENGG) - QUIZ 1 – mid

Marks – 15, Time – 45 minutes

1. **You are Stephen Strange, the Supply Chain Manager of Stan Lee Limited. The company prints Comic Books. Write an e-mail to Tony Stark, Sales Manager of Stark Industries. Use the following details: [5 marks]**

* Refer to the stationery order you made two weeks ago
* Inquire about the delay
* Inform him that your company is running out of stationery, especially printing ink, and printer paper
* Request the supplies to be delivered as soon as possible otherwise the order will have to be cancelled

1. **Imagine you have purchased some electronic devices from an online store. But one/two item/items is/are not working properly. Write a complaint e-mail to the Store Manager. [5 marks]**

**3. Read the following passage and label the given diagram. [5 marks]**

Hydrogen can be easily made by using some simple laboratory equipment. All you need is a thistle funnel, cork, glass dish, graduated glass cylinder, test tube, glass pipe, zinc, tap water, and hydrochloric acid. To begin with, 5ml of tap water is put into a 50ml graduated glass cylinder with about 1gm of zinc. The top of the glass cylinder is fitted with a cork, a thistle funnel, and a glass pipe inserted into it. The glass pipe connects the cylinder with a glass dish. Sufficient tap water is placed in the dish to cover the top of the pipe which is then covered with a water filled test tube. Before adding 5 ml of hydrochloric acid to the funnel it is important to make sure that the end of the funnel is below the tap water. Once added, the hydrochloric acid comes into contact with the tap water very quickly and an immediate chemical reaction can be seen. Hydrogen gas is released and starts to travel down the pipe into the test tube. The hydrogen displaces the water and produces a test tube of pure hydrogen gas. By adding baking soda to the cylinder, the acid solution is neutralized and can be poured down the sink.

Diagram

Description automatically generated

Ans to the qus no 1:

From: Stephen Strange

To :Tony stark.

**Sub :** Need stationary products.

Dear Stephen

As you are aware I made this order two weeks ago..But I didn’t get yet.Could you please tell me what is the reason for delay.

I am sorry to tell you that my company company is running out of stationery, especially printing ink, and printer paper.So I need this immediately.

Please supplies to be delivered as soon as possible otherwise the order will have to be cancelled.

Sincerely yours

Stephen Strange

Ans to the qus no 3:

1. hydrochloric acid

2. cork

3. graduated glass cylinder

4. Zinc

5. a thistle funnel

Ans to the qus no 2:

From:Ankon Sarker

To:Pete Nornam

Sub:Change the ruined product

Dear Pete Nornam

I purchased some electronic devices from an online store.Like as mouse,key pad,digital clock.but unfortunately my mouse did not work properly.some times it connected but sometimes didn’t.

Please take this mouse and fixed it or replace it.

Sincerely yours

Ankon Sarker