

0.1 Question 1(a) [3 marks]

Select () the most appropriate option from the given options. (Any 3)

1. The sign of successful communication is when _____.

Solution

Answer: d. The Sender gets the desired response from the receiver.

2. The process of converting signal (coded message) into understanding

Solution

is... **Answer:** b. Decoding

3. Use of Tone, Stress, and Intonation of one's voice in Communication

Solution

is... **Answer:** c. Paralanguage

4. David Berlo's _____ Model is an expansion of the

Solution

Shannon-Weaver Model of Communication. **Answer:** b. SMCR: Sender Message Channel Receiver

0.2 Question 1(b) [4 marks]

Justify Fate and Friendship vs. Duty as the Central Themes of the Story “After Twenty Years”.

Solution

Answer: In “After Twenty Years” by O. Henry, fate brings two friends to a fateful encounter where duty conflicts with friendship. Bob waits for Jimmy after 20 years, unaware that his friend is now a policeman who must arrest him.

Table: Themes in “After Twenty Years”

Theme	Evidence
Friendship	Bob travels miles to keep a 20-year promise
Fate	Ironically reunites friends as criminal and cop
Duty	Jimmy chooses legal obligation over friendship
Conflict	Personal loyalty versus professional responsibility

Mnemonic: “Friends Face Duty’s Divide”

0.3 Question 1(c) [7 marks]

Write a Brief Note in about 120 words on the following. (Any Two)

0.3.1 1. Shannon-Weaver Model of Communication Process (Explain with Diagram)

Information Source: Creates and decides what message to send

Encoder: Converts message into signals or code

Channel: Medium through which message travels

Decoder: Converts signals back into understandable message

Destination: Person receiving the message

Noise: Any interference disrupting message transmission

Mnemonic: “Send Encode Channel Decode Receive”

0.3.2 2. Communication: Definition, Need, and Application at Workplace

Essential Need: Required for instruction, feedback, and coordination

Workplace Benefits: Increases productivity, improves employee engagement

Forms Used: Verbal, written, digital, and non-verbal communications

Mnemonic: “Share, Connect, Achieve”

0.3.3 3. Barriers to Communication with Illustrations

Physical Barriers: Noisy room preventing clear hearing

Psychological Barriers: Preconceived notions affecting understanding

Language Barriers: Technical terms unknown to the receiver

Cultural Barriers: Different gestures meaning opposite things in two cultures

Mnemonic: “PLCS: Physical, Language, Cultural, State-of-mind”

0.4 Alternative Question 1(c) [7 marks]

Answer the following questions in one or two sentences. (Any Seven)

1. **What is Encoding in the Process of Communication?** Converting thoughts/ideas into symbols, words, or gestures that the receiver can understand.
2. **Define Decoding in the Process of Communication.** The process where the receiver interprets the message and converts it into meaningful information.
3. **Why is Feedback essential for a successful Communication?** Feedback confirms whether the message was correctly understood and allows the sender to adjust communication if necessary.
4. **Which type of Communication is more effective? Verbal or Non-Verbal?** Non-verbal is often more effective as it conveys emotions and attitudes that may not be expressed verbally.
5. **How does Non-Verbal Communication supplement Verbal Communication?** It reinforces, contradicts, substitutes, complements, or accents the verbal message, adding layers of meaning.
6. **State the components of Paralanguage serving the purpose of communication.** Tone, pitch, volume, rate, quality of voice, and vocal fillers like “um” or “ah.”
7. **In which form/s can Visual Communication be represented?** Charts, graphs, maps, photographs, videos, signs, symbols, and illustrations.
8. **Explain any two Barriers to Communication.** Physical barriers include noise and distance; psychological barriers include prejudice and emotional state.

0.5 Question 2(a) [3 marks]

Identify Noun/s from the following sentences.

1. The old **man** is known for his **wisdom**.
2. **Kritika** bought a **handbag** for herself.
3. **Aryan** was scolded for his **forgetfulness**.

0.6 Question 2(b) [4 marks]

Do as directed.

1. The Examination of Communication Skills in English was **quite** easy. (Apply a suitable Adverb from quiet, quite, quietly and Rewrite the Sentence.)
2. **Wow!** That was truly an exquisite performance! (Apply a suitable Interjection from Wow, Oh, Ouch and Rewrite the Sentence.)
3. The place is a Seven-Star Resort **where** celebrities are staying. (Join these two sentences using a suitable Conjunction from Which, Where, When and Rewrite the revised Sentence.)
4. The **wealthy** woman bought **diamond** jewellery. (Rewrite the Sentence and Underline Adjective/s.)

0.7 Question 2(c) [7 marks]

Fill in the blanks using the appropriate form of the verbs given in brackets.

1. Did she **have** dinner last night? (Do...have, Does....have, Did....have)

2. I **have been** to the Statue of Unity many times. (have been, has been, had been)
3. Meera got three calls from her friend, while she **was having** dinner with her family last night. (is doing, was having, were doing)
4. Mrs. Dhingra **is talking** on the phone at this moment. (has been talking, have been talking, is talking)
5. The roads are completely wet as it **has been raining** since morning. (had rained, has rained, has been raining)
6. Some students **have paid** already their Tuition fees in time. (has...paid, have...paid, have been paying)
7. When we **arrived** at the stadium, the match **had already begun**. (arrive, have begun; arrived, had already began; arrived, had already begun)

0.8 Alternative Question 2(a) [3 marks]

Fill in the blanks with suitable Pronoun/s.

1. That purse is mine. I opened **it** to see if there was any money inside. (it's, it, its)
2. Vishala and Viral decided that **they** would go on a trip to Shimla. (she, he, they)
3. Mother baked the cookies **herself**. (itself, herself, themselves)

0.9 Alternative Question 2(b) [4 marks]

Do as directed.

1. Rahul has been to Dubai just **once**. (Apply a suitable Adverb from “one, once, or ones” and Rewrite the Sentence.)
2. We will go for sightseeing tomorrow **unless** it rains. (Apply a suitable Conjunction from “if, otherwise, unless” and Rewrite the Sentence.)
3. The modest don’t boast **of** their achievements. (Apply a suitable Preposition from “at, of, for” and Rewrite the Sentence.)
4. **Four** cats ran into the backyard. (Underline Adjective/s.)

0.10 Alternative Question 2(c) [7 marks]

Fill in the blanks using the appropriate form of the verbs given in brackets.

1. Ritu **has been suffering** from Insomnia since October 2023. (has suffered, have been suffering, has been suffering)
2. Look! The young ones of langurs **are wrestling** like boys. (is wrestling, has wrestled, are wrestling)
3. Meera **is looking for** a job nowadays. (is looking, was looking for, is looking for)
4. He usually **takes** tea, but today he **is drinking** coffee. (is taking...is drinking, takes...is drinking, took...drank)
5. I **had never seen** such a beautiful beach before I went to Miami. (had...saw, has...been seen, had...seen)
6. India **will become** a developed country by 2047. (was, will become, is)
7. The lights suddenly went off, while we **were playing** carrom yesterday. (have played, were playing, are playing)

0.11 Question 3(a) [3 marks]

Identify the sentence pattern of the sentences given below. (Any Three)

1.

Solution

They / worked / hard. **Answer:** Subject + Verb + Adverb

2.

Solution

It / was / a very pleasant talk. **Answer:** Subject + Verb + Complement

3.

Solution

Many students / witnessed / a Play. **Answer:** Subject + Verb + Object

4.

Solution

Leopard / roars. **Answer:** Subject + Verb

0.12 Question 3(b) [4 marks]

Fill in the blanks with a suitable Modal Auxiliary. (Any Four)

1. There are black clouds. It **may** rain today. (can, may, should)
2. The children **should** obey their parents and teachers. (need, could, should)
3. **May** India win the 2027 Cricket World Cup! (can, may)
4. Kartik **must** have attended the meeting. (Use Certainty indicating Modal Auxiliary)
5. **Could** you lend me your bike for an hour, please? (Use Politeness indicating Modal Auxiliary)

0.13 Question 3(c) [7 marks]

Fill in the blanks using the appropriate form of the verbs. (Any Seven)

1. Time and tide **wait** for none. (wait/waits)
2. The director and producer of the movie **were** present yesterday. (was, were)
3. Rakesh as well as his friends **is** invited to the party. (is, are)
4. Neither of the Teams **has** performed their best in IPL. (has, have)
5. As the guests ate much of the Ice cream, a little **was** left for the kids. (was, were)
6. The problems of today's youth **are** many. (is, are)
7. Lots of food **is** wasted globally each year. (is, are)
8. Each of the parcels **weighs** 15 kgs. (weigh, weighs)

0.14 Alternative Question 3(a) [3 marks]

Identify the sentence pattern of the sentences given below. (Any Three)

1.

Solution

She / sings / a song. **Answer:** Subject + Verb + Object

2.

Solution

They / came / suddenly. **Answer:** Subject + Verb + Adverb

3.

Solution

People / cried. **Answer:** Subject + Verb

4.

Solution

We / are / Indians. **Answer:** Subject + Verb + Complement

0.15 Alternative Question 3(b) [4 marks]

Fill in the blanks with a suitable Modal Auxiliary. (Any Four)

1. Rakhi **had to** keep quiet as the students were reading in the next room. (has to, have to, had to)
2. **Would** you lend me a pen, please? (should, will, must)
3. My father **could** climb a tall tree when he was young. (can, could)
4. One **must not** speak loudly in the hospital. (Use Prohibition indicating Modal Auxiliary)
5. You **need not** worry about her as she is completely recovered from illness now. (Use Absence of Necessity indicating Modal Auxiliary)

0.16 Alternative Question 3(c) [7 marks]

Fill in the blanks using the appropriate form of the verbs. (Any Seven)

1. Walnut Brownie with hot chocolate sauce **is** my favorite dish. (is/are)
2. The poet and the statesman **have** arrived. (has/have)
3. Each day and each hour **brings** us a fresh anxiety. (bring/brings)
4. Either Kartik or Kritika **has** eaten all the Wafers. (has/have)

5. Neither you all nor your friend **is** to be blamed. (is/are)
6. More than half of the time **is** over still he hasn't turned up. (is, are)
7. You as well as I **am** responsible for our losses. (am, are)
8. Plenty of shops **accept** payments by a credit card. (accept, accepts)

0.17 Question 4(a) [3 marks]

Choose the Correct Option: (Any Three)

1. Pari Tibba/Hill of the Fairies was also known as _____.

Solution

_____ . **Answer:** (d) Burnt Hill

2. Bob and Jimmy were born and brought up in _____.

Solution

city of USA. **Answer:** (c) New York

3. _____ gives his harness bells a shake to ask if there is

Solution

some mistake. **Answer:** (c) Horse

4. According to the poet, humans should work towards _____.

Solution

Answer: (d) Perfection

0.18 Question 4(b) [4 marks]

Answer the following questions in brief. (20 to 40 Words) (Any Two)

1. Comment on the gradual change in the behavior of Birds and Animals towards the Author in the story "Leopard".

Where did Jimmy and Bob have their last dinner? What did they promise to each other then?

Why was Bob under arrest? Why didn't Jimmy himself arrest Bob?

Solution

Answer: Bob was under arrest because he was a wanted criminal in Chicago. Jimmy didn't arrest Bob himself because of their friendship; instead, he sent another officer to make the arrest while leaving a note explaining the situation, showing his internal conflict between duty and friendship.

0.19 Question 4(c) [7 marks]

Write a Brief Note in about 120 words on the following. (Any Two)

0.19.1 1. Author's Two Encounters with the Leopard

First Encounter: The author observes the leopard drinking from the stream. The animal senses his presence but continues drinking, showing a level of comfort

Second Encounter: The leopard appears on the path ahead of the author. They maintain eye contact before the leopard calmly retreats into the forest

These encounters highlight the delicate relationship between humans and wildlife, with mutual respect allowing for peaceful coexistence.

Mnemonic: "Watch, Wait, Withdraw"

0.19.2 2. Central Idea of the Poem “Stopping by Woods on a Snowy Evening”

Appreciation of Beauty: The speaker pauses to admire the serene, snow-filled woods

Life's Duties: Despite the attraction of natural beauty, life's responsibilities call

Deeper Meaning: The repeated line “miles to go before I sleep” suggests both literal journey and life's remaining responsibilities

Mnemonic: “Pause, Ponder, Proceed”

0.19.3 3. Freedom envisioned by Tagore in “Where the Mind is without Fear”

Fearless Mind: Citizens think and express freely without intimidation

Knowledge without Barriers: Learning transcends narrow domestic walls

Truth-Seeking: Words come from depth of truth, not superficial sources

Rational Thinking: Reason guides actions, not superstition or blind customs

Mnemonic: “Freedom Through Knowledge, Truth, and Reason”

0.20 Alternative Question 4(a) [3 marks]

Choose the Correct Option: (Any Three)

- “Where the Mind is without Fear” is written by the Poet

Solution

_____ . **Answer:** (c) Rabindranath Tagore

- 2.

Solution

What made Bob realize that the Cop wasn't Jimmy? **Answer:** (d) His jaw

3. “Stopping by Woods on a Snowy Evening” is written by the Poet

Solution

_____ . **Answer:** (d) Robert Frost

4. Apart from the author, _____ was the regular visitor of

Solution

the stream. **Answer:** (b) Forktail

0.21 Alternative Question 4(b) [4 marks]

Answer the following questions in brief. (20 to 40 Words) (Any Two)

1. Comment on the Author's approach to the Birds and Animals in “Leopard”.

How does the little horse of the poet react to being stopped by the woods? Why?

Explicate Tagore's Vision of India when he says “Where the world has not been broken up into fragments by narrow domestic walls.”

Solution

Answer: Tagore envisions an India free from divisions based on caste, religion, region, or language. He dreams of a unified nation where people don't separate themselves with prejudice or discrimination. These “narrow domestic walls” represent artificial social barriers that prevent national unity and human connection.

0.22 Alternative Question 4(c) [7 marks]

Write a Short Note in about 120 words on the following. (Any Two)

0.22.1 1. Lessons learnt from the story “After Twenty Years”

Character Evolution: People change significantly over time, sometimes in unexpected directions

Moral Dilemma: Professional duty may conflict with personal relationships

Honor and Integrity: Jimmy fulfills both his promise (by sending a note) and his duty (by arranging the arrest)

Consequences of Choices: Our decisions shape our destiny, leading us to unforeseen circumstances

Mnemonic: “Time Changes Paths, Choices Matter”

0.22.2 2. ‘India after Independence’ envisaged by Rabindranath Tagore

Intellectual Freedom: Minds functioning without fear or oppression

Social Harmony: No artificial divisions based on caste, religion, or region

Progressive Thinking: Clear, logical reasoning guiding national progress

Moral Character: Words emerging from truthfulness, actions from dignity

Mnemonic: “Free Minds, United People, Progressive Nation”

0.22.3 3. The Author’s strong efforts to find out the Forktail’s nest in “Leopard”

Persistent Observation: The author regularly visited the stream to study the forktail’s habits

Methodical Approach: He followed the bird’s flight patterns, noting where it disappeared

Challenges Faced: Dense vegetation and slippery rocks complicated the search

Symbolic Meaning: The quest represents mankind’s desire to understand nature’s secrets

Mnemonic: “Watch, Follow, Discover”

0.23 Question 5(a) [3 marks]

Choose the Correct Option: (Any Three)

1. The language used in business/formal emails should be...

Solution

Answer: (c) professional

2. _____ Email is written in response to the Complaints

Solution

raised by the Clients. **Answer:** (a) Adjusting

3. A written letter requesting information on the Product/Material is

Solution

called.. **Answer:** (a) Inquiry Letter

4. _____ is used to send mass emails without disclosing

Solution

the email IDs of the recipients. **Answer:** (c) Bcc

0.24 Question 5(b) [4 marks]

Do as directed. (Attempt Any One)

0.24.1 1. Elucidate the 7 Cs of Business Communication in about 120 words

Solution

Answer: The 7 Cs framework ensures effective business communication through essential principles.

Table: The 7 Cs of Business Communication

Principle	Meaning
Clarity	Using simple language with clear purpose
Conciseness	Being brief without sacrificing completeness
Completeness	Including all necessary information
Concreteness	Using specific facts and figures
Correctness	Ensuring accuracy in grammar and facts
Consideration	Considering audience's perspective
Courtesy	Being respectful and thoughtful

These principles provide a systematic approach for creating messages that achieve their purpose while building positive relationships. Following the 7 Cs helps avoid misunderstandings, saves time, and improves communication effectiveness in professional settings.

Mnemonic: “Clear, Concise, Complete Communication Creates Correct Connection”

0.24.2 2. Write a request letter to the Head of your respective Department in your College to sanction your leave for a week

Solution

Answer:

[Your Name]
[Your Class/Roll Number]
[College Name]
[Address]
[Date]

The Head of Department
[Department Name]
[College Name]
[Address]

Subject: Request for One Week Leave

Respected Sir/Madam,

I am writing to request a leave of absence for one week from [start date] to [end date] due to [brief reason].

During my absence, I will ensure that I complete all pending assignments upon my return. I have also arranged for [details if applicable].

I would be grateful if you could kindly grant me leave for the mentioned period. I shall report back to you on [date].

Thank you for your consideration.

Yours sincerely,

[Your Signature]
[Your Name]
[Roll Number]

0.25 Question 5(c) [7 marks]

Draft the following Business Email: (Any One)

0.25.1 1. HYUNDAI MOTORS LTD Email Inquiry for Batteries

Solution

Answer:

From: purchase@hyundaimotors.com
To: sales@envision-energy.com
Subject: Inquiry for Lithium-ion Batteries (Model No. ID89-Z) for Hyundai Karrier EV

Dear Mr. Bruce Craig,

I am writing on behalf of HYUNDAI MOTORS LTD, Mumbai, India, to inquire about your Lithium-ion Batteries.

We are planning to launch our new SUV car 'Hyundai Karrier EV' in the Asian Market on May 01, 2024, and

We would appreciate if you could provide us with the following information:

1. Detailed specifications and features of the batteries
2. Unit price and applicable discounts for bulk orders
3. Delivery timeframe and shipping terms
4. Warranty periods and after-sales service options
5. Payment terms and conditions

Please send us your latest catalog and a quotation for the required quantity at your earliest convenience.

Thank you for your prompt attention to this inquiry. We look forward to your response.

Yours sincerely,

Manoj Nalawade
Purchase Manager
HYUNDAI MOTORS LTD
Mumbai, India
Email: purchase@hyundaimotors.com
Tel: [Phone Number]

0.25.2 2. HYUNDAI MOTORS LTD Order Email for Batteries

Solution

Answer:

From: purchase@hyundaimotors.com
To: sales@envision-energy.com
Subject: Purchase Order: 20,000 Lithium-ion Batteries (Model No. ID89-Z)

Dear Mr. Bruce Craig,

Following our earlier communications and your quotation dated [reference date], we would like to place

Item: Lithium-ion Batteries (Model No. ID89-Z)
Quantity: 20,000 units
Unit Price: [Price as per quotation]
Total Value: [Total amount]

These batteries are required for our new SUV car 'Hyundai Karrier EV' which is scheduled to be launched

Delivery Requirements:

- Required delivery date: On or before February 29, 2024
- Delivery Address: HYUNDAI MOTORS LTD, [Complete Address], Mumbai, India
- Shipping Method: [Preferred shipping method]

Payment Terms:

- As agreed in your quotation [reference details]
- [Any additional payment details]

Please confirm receipt of this order and provide an estimated shipping schedule at your earliest convenience.

We look forward to a successful business relationship.

Yours sincerely,

Manoj Nalawade
Purchase Manager
HYUNDAI MOTORS LTD
Mumbai, India
Email: purchase@hyundaimotors.com
Tel: [Phone Number]

Purchase Order No.: [Order reference number]

0.26 Alternative Question 5(a) [3 marks]

Choose the Correct Option: (Any Three)

1. 'Dear Sir/Madam' or 'Respected Sir/Madam' is called

Solution

_____ . **Answer:** (a) Salutation

2. Signature is placed _____.

Solution

Answer: (a) Below the complimentary close

3. A written communication used to raise your concerns with a product, service or to address other types of grievances is called

Solution

_____ . **Answer:** (d) Complaint Letter

4. _____ refers to any additional documents that you've

Solution

attached to your letter. **Answer:** (c) Enclosure

0.27 Alternative Question 5(b) [4 marks]

Do as directed. (Attempt Any One)

0.27.1 1. Explain the Parts/Format of a Business Letter in about 120 words

Solution

Answer: A business letter follows a structured format with specific components arranged in a standard order.

Table: Parts of a Business Letter

Component	Description
Letterhead/Sender's Address	Company information at the top

Date	Written below the letterhead
Reference (if any)	Letter identification number
Inside Address	Recipient's name, designation, and address
Salutation	Formal greeting (Dear Sir/Madam)
Subject Line	Brief description of letter's purpose
Body	Main content divided into paragraphs
Complimentary Close	Formal closing phrase (Yours sincerely)
Signature	Handwritten signature followed by typed name
Designation	Sender's position in the organization
Enclosure (if any)	Indication of attached documents

Each part serves a specific purpose in creating a professional and complete business communication that adheres to formal standards.

Mnemonic: “Header, Address, Salutation, Body, Close, Sign”

0.27.2 2. Place an order through Email to GLOBAL FURNITURE, Nagpur for Office Furniture for your newly constructed office in SEZ-2, GIDC, Ahmedabad

Solution

Answer:

From: [Your Email]
 To: sales@globalfurniture.com
 Subject: Purchase Order for Office Furniture - PIONEER CONSULTANCY

Dear Sir/Madam,

We are pleased to place an order for office furniture for our newly constructed office in SEZ-2, GIDC,

Order Details:

1. Executive Desks (Model: GF-ED1001) - 5 units
2. Executive Chairs (Model: GF-EC2002) - 5 units
3. Staff Workstations (Model: GF-SWS3003) - 20 units
4. Staff Chairs (Model: GF-SC4004) - 20 units
5. Conference Table (Model: GF-CT5005) - 1 unit
6. Conference Chairs (Model: GF-CC6006) - 12 units
7. File Cabinets (Model: GF-FC7007) - 10 units
8. Reception Desk (Model: GF-RD8008) - 1 unit

Delivery Address:

PIONEER CONSULTANCY
 SEZ-2, GIDC, Ahmedabad - [Pincode]
 Contact Person: [Name]
 Contact Number: [Phone number]

Delivery Timeline: We request delivery within 3 weeks from the date of this order.

Payment Terms: As discussed, we will make 50% advance payment upon order confirmation and the remaining

Please confirm receipt of this order and provide an estimated delivery date at your earliest convenience.

Thank you for your attention to this matter.

Yours sincerely,

[Your Name]
 [Your Designation]
 PIONEER CONSULTANCY
 Email: [Your Email]

Tel: [Your Phone Number]

0.28 Alternative Question 5(c) [7 marks]

Draft the following Business Letter: (Any One)

- 0.28.1 1. Draft a complaint letter to GLOBAL FURNITURE, Nagpur asking for compensation or replacement as you found some of the pieces of furniture delivered in the damaged condition

Solution

Answer:

PIONEER CONSULTANCY
SEZ-2, GIDC, Ahmedabad - [Pincode]
Tel: [Phone Number] | Email: [Email Address]

[Date]

The Customer Service Manager
GLOBAL FURNITURE
[Full Address]
Nagpur - [Pincode]

Subject: Complaint Regarding Damaged Furniture Delivery - Order No. [Order Number]

Dear Sir/Madam,

We regret to inform you that we have received damaged furniture items in our recent order (Order No. [Order Number]).

Upon inspection, we found the following items damaged:

1. Executive Desk (Model: GF-ED1001, Serial No. [Number]) - Scratches on the surface and a broken drawer handle.
2. Staff Chairs (Model: GF-SC4004) - 3 units with damaged armrests.
3. File Cabinet (Model: GF-FC7007) - Dent on the right side panel.

This is particularly disappointing as we needed these items urgently for our newly established office.

We request you to:

- Replace the damaged items at the earliest possible date, or
- Offer appropriate compensation/discount for the damaged goods

We have preserved the original packaging and have photographic evidence of the damage, which can be provided upon request.

We have been a loyal customer of GLOBAL FURNITURE and expect a prompt resolution to this matter.

Yours sincerely,

[Your Name]
[Your Designation]
PIONEER CONSULTANCY

Enclosure: Photographs of damaged furniture

- 0.28.2 2. GLOBAL FURNITURE, Nagpur has received a complaint from PIONEER CONSULTANCY, SEZ-2, Ahmedabad regarding some of the pieces of furniture delivered in the damaged condition. On behalf of GLOBAL FURNITURE, draft a suitable Adjustment Letter

Solution

Answer:

GLOBAL FURNITURE
[Full Address]
Nagpur - [Pincode]
Tel: [Phone Number] | Email: [Email Address]

[Date]

[Contact Person's Name]
[Designation]
PIONEER CONSULTANCY
SEZ-2, GIDC, Ahmedabad - [Pincode]

Subject: Response to Your Complaint - Order No. [Order Number]

Dear [Contact Person's Name],

Thank you for your letter dated [Complaint Date] regarding the damaged furniture items received in your order.

At GLOBAL FURNITURE, we take pride in delivering high-quality products to our valued customers, and we value your feedback.

After investigating the matter, we understand that the damage occurred during transportation. Based on our findings, we will take the following steps:

1. We will replace all the damaged items (Executive Desk, three Staff Chairs, and File Cabinet) with brand-new ones.
2. The replacement furniture will be delivered to your office within 5 working days.
3. As a goodwill gesture for the inconvenience caused, we are offering a 10% discount on your next order.
4. Our installation team will visit your premises on [Date] to set up the replacement furniture.

Please note that our delivery team will contact you 24 hours before delivery to confirm a convenient time for delivery.

We value your business and are committed to maintaining a long-term relationship with PIONEER CONSULTANCY.

Thank you for your understanding and patience.

Yours sincerely,

[Your Name]
Customer Service Manager
GLOBAL FURNITURE

CC: Logistics Department

0.29 Review Questions & Answers Summary

Below is a summarized table of key concepts covered in this exam:

Section	Key Concepts	Important Points
Communication Basics	Shannon-Weaver Model, Encoding/Decoding	Communication requires source, encoder, channel, decoder, receiver
Communication Barriers	Physical, Psychological, Language, Cultural	Awareness helps overcome barriers effectively
Grammar	Nouns, Pronouns, Adjectives, Adverbs	Proper use maintains clarity in communication
Tenses	Present, Past, Future forms	Consistency in tense ensures message clarity
Sentence Patterns	S+V, S+V+O, S+V+C, S+V+A	Understanding patterns improves sentence construction
Modal Auxiliaries	Can, Could, May, Might, Should, Must	Express ability, possibility, permission, obligation

Section	Key Concepts	Important Points
Subject-Verb Agreement	Singular/Plural subjects with matching verbs	Ensures grammatical correctness
Literature	“After Twenty Years,” “Leopard,” poetry themes	Illustrates communication through literary analysis
Business Communication	7 Cs, Letters, Emails	Formats follow specific structural guidelines

Study Tips for Weak Students:

- Focus on identifying parts of speech (nouns, verbs, adjectives) in simple sentences
- Practice subject-verb agreement with basic examples
- Memorize the 7 Cs of communication using the mnemonic
- Learn letter/email formats as templates to follow
- Use mnemonics provided to remember key concepts
- Study the tables in this solution for quick revision
- Review sentence patterns using the simple examples given

Remember: Communication is about clarity and connection. Focus on understanding basic principles rather than complex theories.