

Business Communication
Mid Question Sample/Practice test
Marks: 40 Time: 2 Hours

1. Change the following paragraph into a set of instructions, using imperatives. (06)

Step by step instruction for making paper:

The raw materials, such as wood pulp or recycled paper, are broken down into fibers through mechanical or chemical processes. The fibers are mixed with water and chemicals in a large container called a pulper, creating a pulp mixture. The pulp mixture is poured onto a mesh screen called a deckle, which allows water to drain out while retaining the fibers, forming a thin layer. The newly formed wet sheet is pressed between heavy rollers to remove excess water and further compress the fibers. The pressed sheet is then passed through heated rollers or placed on drying racks, where warm air or heat is applied to remove any remaining moisture, resulting in a dry sheet of paper.

Example:

- Break down the raw materials, such as wood pulp or recycled paper, into fibers through mechanical or chemical processes.

2. Suppose you are interested in applying to a university in Germany. Write a letter of inquiry to the Director of Language Cell, a language institute that offers certificate course on German language, seeking information on the course content, eligibility, fees, timing etc. (10)

In your letter,

- Introduce yourself
- Provide details of the subject of inquiry
- Thank them for their time

3. Imagine you are the Head of IT department of XYZ Corporation. Write a memorandum to all the office staff informing them to upgrade their office computers/laptops to Windows 11 within a week. (08)

4. You are the Manager of Sky Network. Reply to the following letter of complaint. (10)

The Manager
Sky Network Ltd.

Dear Sir/Madam,

I wish to complain about the printer (model number Cannon IP 6862) that I purchased on February 5 from your online store.

I am complaining because the printer won't turn on. The printer was delivered yesterday fully packaged. I tried to turn it on several times following the manuals. Unfortunately, it did not respond. I am extremely disappointed with the product.

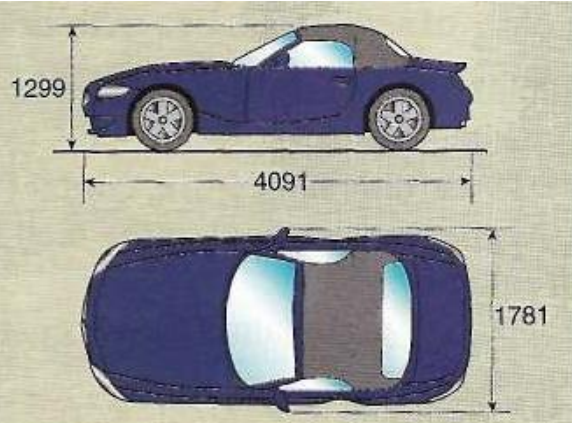
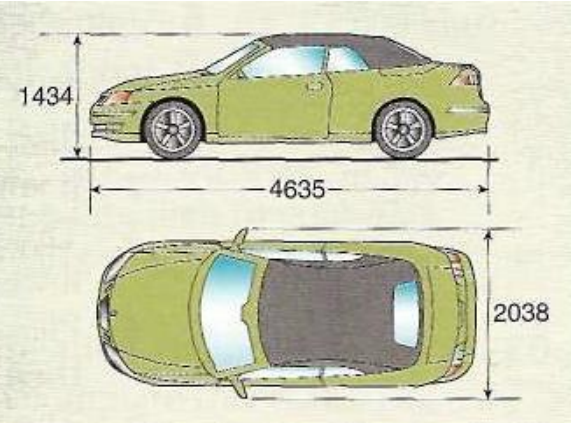
I look forward to hearing from you as soon as possible to resolve this problem.

Sincerely,
Avik Tripura

In your letter,

- Thank for the email
- Restate the complaint
- Offer solution(s)
- Use words showing sympathy and giving apology
- Introduce good news and/or bad news
- Show your availability

5. Read the product specification table below, and write a comparative paragraph using proper comparative expressions. Please include which car you would recommend. (06)

																									
Car 2: the BMW Z4 2.0i SE Roadster	Car 3: the Saab 93 convertible 1.8t 150bhp																								
<table><tr><td>Fuel tank capacity</td><td>55 L</td></tr><tr><td>Engine size</td><td>1,998 cc</td></tr><tr><td>Top speed</td><td>137 mph</td></tr><tr><td>Acceleration</td><td>0 to 62 mph: 8.2 sec.</td></tr><tr><td>Fuel consumption</td><td>37.7 mpg</td></tr><tr><td>CO² emission</td><td>181 g/km</td></tr></table>	Fuel tank capacity	55 L	Engine size	1,998 cc	Top speed	137 mph	Acceleration	0 to 62 mph: 8.2 sec.	Fuel consumption	37.7 mpg	CO ² emission	181 g/km	<table><tr><td>Fuel tank capacity</td><td>62 L</td></tr><tr><td>Engine size</td><td>1,998 cc</td></tr><tr><td>Top speed</td><td>127 mph</td></tr><tr><td>Acceleration</td><td>0 to 60 mph: 11.0 sec.</td></tr><tr><td>Fuel consumption</td><td>37.2 mpg</td></tr><tr><td>CO² emission</td><td>233 g/km</td></tr></table>	Fuel tank capacity	62 L	Engine size	1,998 cc	Top speed	127 mph	Acceleration	0 to 60 mph: 11.0 sec.	Fuel consumption	37.2 mpg	CO ² emission	233 g/km
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