

**GUJARAT TECHNOLOGICAL UNIVERSITY****Diploma Sem-II examination June 2009****Subject code: 320024****Subject Name: Communication Skill-II (AA)****Date: 22/06/2009****Time: 10:30am-1:00pm****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1** (a) Which are the golden rules for writing a good business letter? **07**  
 (b) Write important features of Telegram. **07**
- Q.2** (a) Write in detail about telephone manners. **06**  
 (b) Write answer of the following in brief. **08**  
     1. "Every business letter must be 'you attitude' letter". Discuss  
     2. Post Script.
- OR**
- (b) What is the format of a business letter? Explain in detail. **08**
- Q.3** (a) Write a letter of complain to the Municipal Corporation about the shortage of water supply in your area. **08**  
 (b) Write a letter of congratulation to your friend who has won the competition of 'Indian Idol'. **06**
- OR**
- Q.3** (a) Inquiry for steel furniture:- Nidhi Furniture, Ghee Kanta Crossing, Amedabad, makes inquiry with 'Godrej Ltd., Mumbai, about steel furniture. **08**  
 (b) Write a letter to your friend giving reasons for not attending his birthday party. **06**
- Q.4** (a) Write a report on site, visited by you. **07**  
 (b) Write a letter to your friend who has lost his father in an accident. **07**
- OR**
- Q.4** (a) Write an application for the post of a lecturer in Architecture Dept. **08**  
 (b) Write a letter to open your bank account. **06**
- Q.5** (a) Write an application for the post of a computer instructor. **08**  
 (b) Write a letter of invitation to a well known architect of Amedabad to deliver a lecture in Two days seminar, arranged by your institute. **06**
- OR**
- Q.5** (a) As a secretary of cultural activities, draft a report on the activities undertaken during the year in your polytechnic. **07**  
 (b) As a purchase manager of Satyam Computers, 9 Naidu road, Hyderabad, you had ordered two dozen PC from Hindustan Computers Ltd., 140 M.G. Road, Banglore. When the parcel arrived, you found some of the pieces in the damaged condition. Write a complain letter. **07**