

GUJARAT TECHNOLOGICAL UNIVERSITY
Diploma Engineering - SEMESTER-II • EXAMINATION – SUMMER • 2014

Subject Code: 320024**Date: 07-07-2014****Subject Name: Communication Skill-II****Time: 02:30 pm - 05:00 pm****Total Marks: 70****Instructions:**

1. Attempt all five questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.
4. English version is considered to be Authentic.

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|------------|-----|---|-----------|
| Q.1 | (a) | Which are the basic principles for writing a good business letter? | 07 |
| | (b) | “Every business letter must be ‘You attitude’. Discuss. | 07 |
| Q.2 | (a) | Write answer of the following in brief. | 08 |
| | [1] | Telegram | |
| | [2] | ‘Post Script’ | |
| | (b) | Write in detail about telephone manners. | 06 |
| | | OR | |
| | (b) | Difference between social and business letter. | 06 |
| Q.3 | (a) | You want to renovate your house completely. Write a letter to ‘Shilp’ furnishers and decorators, Vadodara giving details of their requirements and asking for an estimate of the cost. | 07 |
| | (b) | Write a letter of condolence to your friend who has recently lost his wife. | 07 |
| | | OR | |
| Q.3 | (a) | There was an accident at construction site which was under your supervision. Write detail report to your construction superintendent. | 07 |
| | (b) | Your friend has won the competition of ‘Sa Re Ga Ma’. Write a letter of congratulations. | 07 |
| Q.4 | (a) | You have been consulted by a firm for the selection of a site for their factory. Draft a report. | 07 |
| | (b) | Write a letter to a bank that your cheque has been lost. | 07 |
| | | OR | |
| Q.4 | (a) | Write an application for the post of Architectural Assistant in a reputed company of Ahmedabad, giving your bio-data seperatedly. | 07 |
| | (b) | A customer who bought a T .v. set from you recently has written a letter to you complaining that the T.v.set does not give him satisfactory service. Write to him an appropriate reply. | 07 |
| Q.5 | (a) | As a secretary of your college, draft an annual report to your principal about Cultural activities done during the whole year. | 07 |
| | (b) | Write a letter of complain to the Police Commissioner (traffic), about the inadequate parking facility at char rasta, Mangal Bazar, Baroda. | 07 |
| | | OR | |
| Q.5 | (a) | Letter of complain to M/s Shah & Sons, Ashram road, Ahmedabad for delay in delivery of some technical books. | 07 |
| | (b) | Write a letter of invitation to a well-known architect of Ahmedabad to deliver a lecture in a seminar arranged by your institute. | 07 |
