

Total No. of printed pages = 8

Hu-201/Com. in Eng.-II/2nd Sem(Old)/2017/N

COMMUNICATION IN ENGLISH-II

(Old Course)

Full Marks – 70

Time – Three hours

The figures in the margin indicate full marks for the questions.

PART – A

1. Choose the correct answer in the following sentences : 1×8=8

(i) If you do not know the recipient's name, how would you address the person in a formal letter ?

(a) Dear Mr. / Mrs.

(b) Dear Sir or Dear Madam

(c) My dear

(d) Hello

[Turn over

(ii) In order to have the desired effect on the recipient, how would you write a formal letter ?

- (a) In the proper format
- (b) To the point and relevant
- (c) Grammatically correct
- (d) All the above

(iii) How do you conclude the main body of a formal letter ?

- (a) By telling the recipient what he should be doing next.
- (b) By talking about the weather in your city.
- (c) By talking about the weather in the recipient's city.
- (d) By expressing your love for the recipient.

(iv) What would you say in the opening part of a formal letter ?

- (a) Ask how good the weather is in the recipient's city.
- (b) Talk about how good the weather is in your city.

- (c) Inform the recipient why you are writing the letter.
- (d) Ask the recipient if he is hale and hearty.
- (v) In a formal letter what is the name given to the address and date at the top ?
- (a) Starting
 - (b) Closing
 - (c) Body
 - (d) Heading
- (vi) The main point is written in which part of the formal letter ?
- (a) Post script
 - (b) Closing
 - (c) Opening
 - (d) Body
- (vii) What can be a reason behind writing a business letter ?
- (a) To tell about your day
 - (b) To catch up on a missed birthday
 - (c) To share a funny story
 - (d) To express a concern for a product.

(viii) How would you address the recipient of an informal letter ?

(a) Dear Mr.

(b) My dear

(c) Dear Sir / Madam

(d) Hello Sir / Madam

2. State one difference between a formal and an informal letter. 1+1=2

3. Read the statements below and place them under the following headings : 15

* Letter of Quotation

* Letter of Order

* Letter of Complaint

* Letter of Adjustment and

* Job application

(i) We feel extremely sorry to hear that 100 tube lights received by you were in a damaged condition.

- (ii) I request your good self to give me an opportunity to prove my capability in your esteemed organisation.
- (iii) A few weeks ago, I ordered a terra cotta vase through your mail order catalogue, but when it arrived, it was shattered into several pieces.
- (iv) Hope you would send it as soon as possible so that our work can continue without any halt.
- (v) I need to call your attention to the poor condition of the playground equipment outside our apartment.
- (vi) Please provide me with pricing information and also let me know how long it would take to complete this job.
- (vii) I hope there is enough stock left with you to complete this order of ours.
- (viii) Quotation may be submitted on or before December 27, 2017.

- (ix) Please see my resume for additional information on my experience.
- (x) You can, of course, return the clothes to us and debit our account for the loss caused to you. We assure you that such mistakes will be avoided in future.
- (xi) The cabinet is not of acceptable quality and does not match the sample cabinet I was shown in store.
- (xii) The address I would like these lampshades shipped to is --- Mr. Prateek Joshi, 18-20, K. G. Marg, New Delhi-01.
- (xiii) I am confident that my teaching experience and my research interests make me an ideal candidate for your open position.
- (xiv) We are extremely sorry about this delay and hope you will realize that it was only due to circumstances beyond our control.
- (xv) However, I am concerned because my order has not arrived after nine weeks.

PART – B

4. Write a general specific paragraph on : 7

(i) Science and Progress

Or

(ii) An Interesting Journey.

5. Write a problem-solution paragraph on : 7

(i) Unemployment

Or

(ii) Load-shedding.

6. Answer any *one* of the following questions : 10

(i) Draft a letter asking quotation for supply of raw materials needed to manufacture jute bags.

(ii) Write a letter placing an order for supply of some decorative lights required to decorate your house on the occasion of Diwali, the festival of lights.

7. Draft a job application along with your curriculum vitae to the editor of a newspaper seeking the post of a news editor. 14

8. (i) Write a report on an educational tour to an industry. 7

Or

- (ii) The chart below shows the basic information about a small slum community discovered through interviews :

Total number of families – 50

Total number of inhabitants – 357

Average number of children per family – 5

Number of women employed – 10

Number of literate adults – 15 = 25%

Number of literate children – 75 = 25%

Number of children vaccinated – 200 = 75%

Use the chart to help you to write a report of the facts discovered in the interviews.