



PBH-1601070301030602 Seat No. _____

B. A. (Sem. III) (CBCS) Examination

November / December - 2018

Functional English : Paper - VI

(Official / Business Correspondence)

Time : 2 Hours]

[Total Marks : 50

1 Answer the following questions in a word/phrase/sentence : **10**

- (1) The branch of dentistry specializing in the pulp and root canal is known as _____.
- (2) _____ is the opposite of egoistic.
- (3) What is the root word for highest ?
- (4) Describe the words introvert, extrovert and ambivert.
- (5) The study of the earth is _____.
- (6) What is the meaning of the root word *soma* ?
- (7) _____ is interested in the welfare of others.
- (8) One who sells optical equipments is _____.
- (9) Who hates women ?
- (10) What is the meaning of the root word *gears* ?

2 (a) Explain the layout of a business letter. **10**

OR

2 (b) Describe in detail the 7 Cs of Business Communication. **10**

3 (a) Write a letter on behalf of Rajendra Agencies to Tip Top Furnishers, Patna, asking for quotation of prices for their steel furniture for offices and homes. Inquire also about the concession and commission given and about the mode of payment and credit facilities. **10**

OR

- (b) Messrs Shukla and Sons, Lucknow, have not paid a balance of Rs. 24,000 in spite of repeated reminders. Make an appeal to their credit reputation and urge them to honour their obligation within ten days. **10**
- 4** (a) Draft a letter to the editor of a newspaper, drawing the attention of the authorities to the need of a library/dispensary in your home town. **10**
- OR**
- (b) Write a letter to the Inspector of Police in your locality, requesting him to take necessary steps to prevent theft. **10**
- 5** (a) Prepare a resume for the post of an English lecturer in Arts College, Ahmedabad. **10**
- OR**
- (b) As a recent buyer of a car, write an E-mail to the manager of Perfect Automotive Company, Mr. Pratap Chopra regarding the poor quality of service facility available in the company. Sign the E-mail as Gupta. **10**
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