

Seat No.: _____

Enrolment No.: _____

GUJARAT TECHNOLOGICAL UNIVERSITY
DIPLOMA ENGINEERING – SEMESTER – I/II • EXAMINATION – SUMMER 2015

Subject Code: 320024

Date: 18 -06 -2015

Subject Name: Communication Skills-II

Time: 2:30 pm to 5:30 pm

Total Marks: 70

Instructions:

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.
4. Each question carry equal marks (14 marks)

Q.1 (a) Write a note on the structure and layout of a business letter. **07**

(b) Write important tips of telephone manners. **07**

Q.2 (a) What is report? What are the different types of reports? What are the main characteristics of a good report? **07**

(b) Write short-notes on following: **07**

1. Post Script

2. 'You ' attitude

OR

(b) Write short-notes on following: **07**

1. Inside Address

2. Salutation

Q.3 (a) Place an order for the different varieties of ball point pen and gel pen to Akshar Enterprise, Ashram Road, Baroda. **07**

(b) Write a letter to your friend giving reasons for not attending his Birthday party. **07**

OR

Q.3 (a) You are a Librarian of your college, you need books of Mechanical, E.C., Architecture and Civil Engineering for your college library. Write an inquiry letter to the Atlantic Publishers, New Delhi asking for the price list, catalogue and terms of sale. **07**

(b) Write a letter to The Bank Manager, Axis Bank, Maninagar Branch demanding vehicle loan for purchasing a new car. **07**

Q.4 (a) Write a letter to the Chief of the Municipal Corporation about the unhygienic conditions near the school in your locality. **07**

(b) As a secretary of cultural activities, write a report to the principal about the activities carried out during the year in your polytechnic. **07**

OR

Q.4 (a) Draft an application with your complete bio-data for the post of Asst.Architect to the General Manager, Sriram Construction Company Ltd., Mumbai. **07**

(b) Write an application to the principal of your college on behalf of a student demanding leave on medical grounds. **07**

Q.5 (a) Write a complaint letter to M/s Patel & Sons, C.G.Road, Ahmedabad for delay in delivery of Computer tables and Chairs. **07**

(b) The Hind Electronics Store, Surat is interested in purchasing a few variety of ceiling fans and air-conditioners. Draft a letter of inquiry on behalf of its proprietor. **07**

OR

Q.5 (a) Write important features of telegram. **07**

- (b) Write a report to the administrative office on the damage caused by the recent earthquake to the buildings in your locality.

07
