

Seat No.: \_\_\_\_\_

Enrolment No. \_\_\_\_\_

**GUJARAT TECHNOLOGICAL UNIVERSITY**  
**Diploma Engineering - SEMESTER-II • EXAMINATION – WINTER 2013**

**Subject Code: 320024**

**Date: 30-12-2013**

**Subject Name: Communication Skill-II (AA)**

**Time: 10:30 am - 01:00 pm**

**Total Marks: 70**

**Instructions:**

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

- Q-1 (a) Discuss the layout of the business letter. What are the physical aspects of this type of letter? 07  
(b) Discuss briefly the important points for telephone manners. 07
- Q-2 (a) What do you understand by report? State the different type of reports and mention the Characteristics of a good report. 07  
(b) Write the short note on the following: 07  
(i) Courtesy in business letter (ii) Post script  
OR  
(b) You are Nehal Patel reporter of the local newspaper. You have witnessed the accident of Maruti car and Railway Goods Train at the railway crossing between Pavi and Tejghad railway station. Write the full report of the accident. 07
- Q-3 (a) You want to purchase a new Cambri Car. Write a letter to Bank of Baroda, asking for car loan and conditions for repayment. 07  
(b) You are the Head of the Department of Civil Branch of your college. You had ordered the instruments required for your Lab, from Royal Instrumentation old Padara Road, Baroda. Some of the instruments are mal-functioning, ask the supplier for replacement of these instruments. 07  
OR
- Q-3 (a) Your college recently approved by AICTE and affiliated by GTU. As a principal of the institute; send your requirements for establishing library of 600 intake students to Kant Publisher Ahmadabad. 07  
(b) Write a complaint letter to the publisher about returning the books which are wrongly supplied and some of the books are not printed properly. 07
- Q-4 (a) Your younger sister Tarjani is careless towards study. Write a letter as an elder sister, advising her, the importance of study in the life for preparing future career. 07  
(b) Your cousin Brother got secured distinction in C.A. Write a letter congratulating him for his success in C.A. examination. 07  
OR
- Q-4 (a) Your friend's grandfather died recently. Write a letter consoling him for the demise. 07  
(b) You are Sharmin Patel staying at 20, Hirabaug society at C.T.M. Square, Maninagar, Ahemedabad. Your neighbour Mr. Richard Mecwan is on the trip to Darjiling. His house has been broken into by thieves. Write a telegram informing him about the incident at Darjiling 'Lord Plaza' hotel. 07
- Q. 5 (a) Draft the conversation between you and your friend about further program after passing out diploma study. 07  
(b) You are civil engineer with distinction. Write an application for the requirement of civil engineer with reference to recent advertisement appeared in Times of India. 07  
OR
- Q.5 (a) Write a letter to the Municipal Corporation about dirty water supply in your locality. 07  
(b) Discuss the "you attitude" in the business letter. 07

\*\*\*\*\*