

UG/3rd Sem/G/20(CBCS)

2020

ENGLISH (General)

Paper : 304 ENGG-SEC-1

(CBCS)

Full Marks : 32

Time : Two Hours

The figures in the margin indicate full marks.

Candidates are required to give their answers

in their own words as far as practicable.

Unit - 1

1. Write short notes on any *two* of the following in about 150 words each :

4×2=8

- (a) Grapevine
- (b) Group Discussion
- (c) Social Variables
- (d) Verbal Communication
- (e) Video conferencing

Unit - 2

2. Draft the minutes of a meeting from any *one* of the given particulars : 8×1=8

- (a) A meeting of Board of Directors of Esha Enterprises was held on 05.03.2021 at the Head Quarters in Kolkata at 3.30 pm in which the following matters were discussed :
 - (i) Minutes of the previous meeting held on 02.02.2021
 - (ii) Annual increment to be given to the employees for the year 2021-2022

- (iii) Retirement of CEO, Mr. Anuj Das.
 - (iv) To decide how employees can be convinced to avoid verbal and non-verbal aggression in the workplace.
- (b) A meeting of the Trade Fair Organizing Committee of the English Bazar Municipality was held on 06.03.2021 at the Conference Hall of the Municipality Building, Malda at 4.00 pm in which the following matters were discussed :
- (i) Dates, time and venue of the Trade Fair 2021
 - (ii) Various rents of the stalls/counters
 - (iii) Constitution of empowered sub-committees
 - (iv) Dignitaries to be invited

Unit - 3

3. Draft the reply to any *one* of the following emails : 4×1=4

(a) Dear Mr. Ahuja,

I am writing in reference to the current situation with the Hilly Extension Project of our cement factory. We have a number of questions which we hope you could answer.

First of all, could you please provide us with an update on where you are on the said extension Project? We would also appreciate it if you could clarify what the current issues with the delivery system are, and confirm when you expect them to be resolved.

In addition, at the end of our last meeting we requested a copy of the latest project status report. Unfortunately, we have still not received the same. We would appreciate it if you could forward this to us.

Could you also please confirm whether the post-installation support covers the equipment 24 hours a day? And what is actually included in the support? In particular, we would like to have confirmation if the cost of spare parts and labour are included in the package? We require this information at the earliest.

And lastly, we are considering extending the period of the post-installation support from your company from 6 months to 12 months. We would be very grateful if you could provide us with a quote for this extension.

I would really appreciate it if you could deal with these matters urgently.

I look forward to hearing from you.

Yours sincerely,

Anil Roy

Development Manager

Solid Cement Ltd.

(b) Dear Mr Surajit Lahiri,

I wish to draw your attention to an issue we have with a recent order from yourselves (ref no. 34ED12QP). Not only was the delivery four days later than agreed, but when we tried to use the components, we found that 40% of them were damaged and basically useless.

As is normal, I spoke to your Customer Service Manager, Mr. Sanjay Mandal on this matter. I expected that you would replace the damaged components, but this has not been the case. When I last spoke to Mr. Mandal, last week, he informed me that the components were undamaged when delivered to us and that it was our fault. To make matters worse, he has still not replied to an official email I sent to him on Monday.

As you are aware, we have been a loyal customer of your company for over 5 years. The damaged components are severely impacting our production at the moment. We have orders which we cannot send because of this problem with the components.

Although, I appreciate that you are all very busy. I believe that I am entitled to an explanation why Mr Mandal has not replied to my email, and is refusing to replace the components.

Unless this issue is resolved promptly, then unfortunately, we will be forced to take further action.

I expect a formal reply from your end latest by tomorrow (07.03.2021), to inform me how you are going to resolve this issue.

Yours sincerely,

Rubina Siddiqui

Production Director

Solid Cement Ltd.

4. Correct the error in any *eight* of the following sentences : $\frac{1}{2} \times 8 = 4$

- (a) I trust more my parents than my friends.
- (b) I moved here to be closer from school.
- (c) We meeted at a restaurant.
- (d) I am a accountant.
- (e) My class is in the after noon.
- (f) The rain had a good affect on the farmer's field.
- (g) Sushila gave me a real nice bouquet of flowers.
- (h) Tom went to the book store and Jadu, went with him.
- (i) It hurt my feeling.
- (j) There father went to school there.
- (k) What is the time in your watch?
- (l) I have absolute faith in his judgement.
- (m) I prefer coffee than tea.
- (n) His team is going to loose the game.
- (o) I came to office by foot.
- (p) Leela arranged an accommodation for her daughter.

Unit - 4

5. (a) Write a project report from the following details : 8×1=8

Write a report to Dinabandhu Dutta, MD, Bengal Sales Corp. about the overtime put in by the staff, the hourly wages that were decided for the overtime and the total amount that will have to be paid to the employees who put in overtime.

Or,

- (b) Write a project report for the Board of Directors of Solid Cement Ltd. about setting up a Cement factory at Hili, South Dinajpur, mentioning the following points :
- (i) Resources and Transportation
 - (ii) Timelines and Targets
 - (iii) Budget and Funding
 - (iv) Profits and Risks
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