



JA-3701

First Year B. C. A. (Sem. I) Examination

March/April – 2013

Paper - 101 : Communication Skills  
(New Course)

Time : 3 Hours]

[Total Marks : 70

Instructions :

(1)

नीचे दशांशक निशानोंवाली विगतो उत्तरवही पर अवश्य बपनी. Fillup strictly the details of signs on your answer book.	Seat No.:
Name of the Examination :	
F. Y. B. C. A. (Sem. 1)	
Name of the Subject :	
Paper - 101 : Communication Skills (New)	
Subject Code No. 3 7 0 1	Section No. (1, 2,.....) NIL
Student's Signature	

- (2) Figures to the right indicate full marks.  
(3) Clearly mention the options you choose.

1 Explain with examples different ways of communicating any three of the following : 12  
(i) Answering Request  
(ii) Apology  
(iii) Saying 'Thanks'  
(iv) Congratulations.

2 (a) M/s Vivekanand and Sons, 6/7 Vani Complex, Vijayawada had ordered for 300 packs of 1 litre - refined SAKALA oil. However on opening the consignment, they found 200 packs of 1 litre SAKALA oil and 100 packs of 1 litre VIKAS oil. They asked for adjustment saying that they had enough stock of VIKAS and they also stressed on immediate delivery of SAKALA. Write a reply to the above. 12

OR

(b) Selvam Chit Fund Company, Sai Complex, Ahmedabad wrote to Mrs. Kamala Chatterji, 23/4 Ananda Apts., Chourasta, Ahmedabad that she had not paid two months' instalments. Write a reply pointing out the mistake in the wrong demand for payment as the instalments have already been paid. Say copies of receipts are enclosed. Use strict words for their negligence.

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[Contd...

- 3 Write short notes on any two of the following : 10
- (i) Vocabulary for leading a group discussion.
  - (ii) Use of multimedia in presentation
  - (iii) Guidelines for effective speaking
  - (iv) Use of visual aids in presentation.

- 4 (a) The Board of Directors of the Big Time Co Ltd. has appointed a committee of Directors to consider the amalgamation of the company with the Small Time Co Ltd. Draft the report and recommendations of the committee. 12

OR

- (b) Draft an Annual Sales Report to be submitted by the Regional Manager of a Multinational Co. manufacturing cosmetic products. 12

- 5 Do as directed : 12

- (i) You and my brother \_\_\_\_\_ invited. (were/was)
- (ii) Please pass me \_\_\_\_\_ salt. (Insert suitable article)
- (iii) Use the following phrases in sentences of your own :
  - (a) Break out
  - (b) Cut down
- (iv) They were so busy that they could not come out of office before 11 p.m. (remove 'so....that')
- (v) I am fine. (insert question tag)
- (vi) Make words with the following prefixes :
  - (a) anti -
  - (b) bi -

- 6 (a) Write an application to HRD Dept., TCS Mumbai for the position of a Programmer highlighting your experience in software development and MCA qualification. 12

OR

- (b) Develop a paragraph on the topic Cyber Crime. 12