

F.Y. B.C.A Sem – I
Communication Skills (New)
Examination March / April 2010
Subject Code -- 1801

- 1 Write an essay on any one of the following 12
- a) Blind Faith
 - b) An ideal education system
 - c) Choice of Profession
2. a. Prepare a report on workers' unrest at Pyramid Plastic Factory, Wada a, Murabai 12
- OR
2. b. Golden Square Housekeeping Equipment delivered a microwave oven to a customer a fortnight ago. She now claims that the oven was delivered in a damaged condition and demands a new one. Write a tactful reply as from Golden Square Housekeeping Equipment why this is not possible 12
- 3 Write short notes on any two of the following: 12
- a) Planning and preparation before writing
 - b) Qualities of an effective feedback
 - c) Reasons for failure to create good impression over telephone
 - d) Skimming and Scanning
4. a. Prepare an office memo emphasizing the need of minimizing the use of office cars. 10
- OR
4. b. Draft an office memo warning an employee for submitting fake medical bills. 10
5. Do as directed: 12
- (i) use the following words in sentences in order to differentiate their meanings:
 'bare' and 'bear'
 - (ii) Snow is not black [Add question tag]
 - (iii) Give Synonyms: (a) Impolite (b) hard
 - (iv) The results will be announced on Monday [Turn into interrogative]
 - (v) Old people are having trouble with their eyes. [Correct the error]
 - (vi) Add suffix: (a) Art (b) Sun
6. a. Prepare a dialogue on the following situation: 12
- OR
6. b. A big Pharmaceutical company requires an experienced Pharmacist. Draft a letter of application along with resume 12