



Dr. B.C. Roy College of Pharmacy and Allied Health Sciences Durgapur

Name of the Programme: Capacity building and skills enhancement initiatives taken by the institution

Name of the Course: Effective English Communication

Date of Exam: 18 June 2024

Exam Duration: 1 hour

Total marks: 30

Instructions to Students:

I. Special credit would be given to the answers which are brief and to the point.

II. Answer all the questions in your own language as far as practicable.

III. Numbers at the right side of the questions denote full marks.

IV. Writing anything in the question paper might be felt to be grounds for cancellation of the examination. Use answer scripts for rough work.

Q. No. A. Very Short Answer Typed Questions. (Answer *all* the questions) 2x5=10

1. What is executive summary of a report?
2. What is behavioural question in an interview?
3. What is closed punctuation in a business letter? Give example.
4. What is the difference between extensive reading and intensive reading?
5. What is diegetic sound?

Q. No. B Short Answer Typed Questions. (Answer any *two*) 5x2=10

- (a) Explain auteur theory in brief. Give examples.
- (b) Mention three rules of email etiquette.
- (c) What are main differences between group discussion and debate?

Q. No. C. Long Answer Typed Questions. (Answer any *one* question) 10x1=10

(a) Write an adjustment letter in response to the following complaint letter:

123 Main Street Hometown,
TX 77008

November 12, 2023

Mark Smith
Customer Relations Director
Sofa Showroom
555 Broadway Cityland, KS 66214

Re: Broken sofa



Prof. (Dr.) Samanta
M. Samanta
Samanta Samanta
U. J.
Samanta
U. J.
6206

Order Number: S-7654

Dear Mr. Smith:

On October 1, 2023, I bought a Plush sofa model number 25811 from the Sofa Showroom website. I paid \$650 on my credit card for the sofa and delivery. Sofa Showroom delivered the sofa to my home on October 10, 2023. Unfortunately, your product has not performed well because the sofa is defective. One of the legs broke off on October 30, 2023.

The sofa is unsteady and rocks while I sit on it, so it is not comfortable or relaxing. I have not used this sofa in a way that would cause any damage. I filed reports about this problem on the Sofa Showroom's website Customer Service page on November 5 and 8. I left my email and asked someone to contact me, but no one has written back.

To resolve the problem, I would like your company to pick up this sofa, for free, and refund the \$650 I paid. I have enclosed copies of my records, including my receipt, delivery invoice, and photos of the broken sofa. I look forward to your reply and a resolution to my problem. I will wait until December 12, 2023 before I contact my state consumer protection office or get other help.

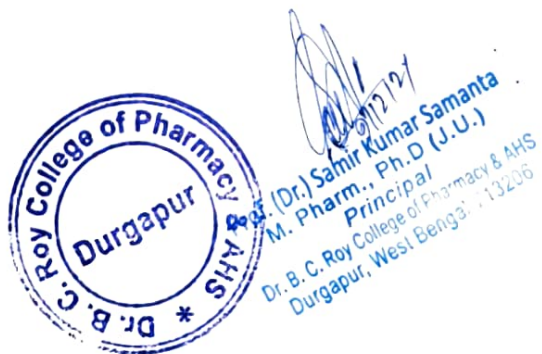
Please contact me at the above address or by phone at 123-456-7890.

Sincerely,

Jane Doe

Enclosures: Receipt, Delivery invoice, Photos

(β) What is the difference between natural slavery and unnatural slavery as propagated by Shaw in his essay, "Freedom?" Which slavery is avoidable and how?



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