

Vidya Vikas Mandal's  
Shree Damodar College of Commerce & Economics, Margao – Goa  
SY BCA Semester IV, Supplementary Examination June 2023

Ability Enhancement Compulsory Course

Subject Code: CAA – 102

Subject Name: Technical Writing Skills

**Duration: 2 hours**

**Total Marks: 60**

**Instructions:** a) All questions are compulsory  
b) Figures to the right indicate full marks

**Q.1.A. Fill in the blanks:**

**(5X1 = 5)**

- \_\_\_\_\_ are words and phrases used by business employees to convey unique ideas and directions.
- The most common layout used in a business letter is \_\_\_\_\_
- The form of advertising commonly used in newspapers, online and other periodicals is \_\_\_\_\_
- \_\_\_\_\_ presents a full history of academic credentials.
- RTI was introduced by \_\_\_\_\_

**Q.1.B. State whether the following statements are true or false:**

**(5X1 = 5)**

- Memo is a lengthy message from one person to another.
- A Cover Letter is a lengthy document exploring the application for a job.
- CV is not a necessary attachment for job application letter.
- Tender notice is a document the supplier submits in response to the RFT.
- Personal and special reports are the least type of reports.

**Q.2. A. State and explain the principles of Commercial Correspondence. (10X1 = 10)**

**OR**

**B. Define a Business Letter and explain the parts of a Business Letter.**

**Q.3. A. Draft a job application letter along with your CV for the post of Web Developer in Infosys, Bangalore. (10X1 = 10)**

**OR**

B. You are Ms. Nitisha Fernandes, resident of St. Inez, Panjim. Write a letter to the editor of 'The Navhind Times' expressing your views on the garbage problem affecting your locality.

Q.4. A. Explain Report Writing and analyse the different kinds of reports. (10X1 = 10)

OR

B. Distinguish between testimonials and memos

Q.5. A. Define Formal Letter and enumerate the types of formal letters. (10X1 = 10)

OR

B. Discuss the language in a business letter including jargon.

Q.6. A. You are Ms./Mr. Nalini/Nitin Dias, employee at Kudoz Soft Tech, Panjim. Write a job resignation letter addressed to your manager. (10X1 = 10)

OR

B. As the General Secretary of the college, draft a report on the 'Tech Crazy' event organised by the college.