

Vidya Vikas Mandal's
Shree Damodar College of Commerce & Economics, Margao-Goa
SY BCA, Semester-IV, Semester End Examination, June 2022
Technical Writing Skills CAA 102

Duration: 2hours

MaxMarks:60

Instructions: 1. All questions are compulsory

2. Figures to the right indicate marks

Q. 1. Define the following in 1-2 lines:

(5x1=5)

1. Reports
2. Argumentative language
3. Informal letter
4. Netiquette
5. Memo

B. Mention whether the following statements are True or False:

(5x2=10)

1. Reports contain fictional information.
2. Formal letters used for commercial correspondence also serve as reference points for new employees.
3. A memo is an informal letter.
4. Jargon is same as slang.
5. CV stands for Curriculum Victory.

Q 2. A. Elaborate some of the ways to achieve good written communication.

(5x2=10)

B. Explain some of the functions of a business letter.

Or

X. Define Jargon and list down some of it's examples along with the meanings.

Y. Describe a testimonial and what are some of it's types?

Q 3 A . You are Office Superintendent Mr. Dessai, draft a memo to the staff of your company informing them about the new xerox machine in the office and prohibiting them from using it for personal work.

(5x2=10)

B. You are Manjeet Kaur working as Sales Executive at Modern Garments ltd, write a letter of resignation and express the desire to leave the current company as you are launching a start up.

Or

X. Ms. Radhika Menon worked as an intern in your software company for 6 months. She was efficient and innovative. Create a testimonial for Ms Radhika Menon to appreciate her skills and efficiency.

Y. Mr. Puneet Kashyap had answered an interview at the placement fair held in his college. He has been selected at Junior Software Developer at Accenture Ltd. Draft a letter of appointment addressed to Mr Puneet informing him about his selection.

Q. 4 A. Curriculum Vitae is the expression of one's academic and extra curricular achievements. Structure a CV for Mr Radhe Sharma who has been working in the IT industry since the last 5 years. He graduated as IT Engineer in the year 2015. He has attended various conferences and he has been working as the Project Manager at Cognizant Ltd. from 2016. (5x2=10)

B. Right to Information is a pivotal right of an Indian citizen. Draft an RTI application seeking information about the allocation of funds in the Public Works Department.

Or

X. Draft an email to your boss applying for 4 days leave as you are going on a short holiday with your parents.

Y. You have been selected for the position of Senior Financial Analyst at Cartier Company. Draft a suitable email of Acceptance expressing your gratitude towards the company.

Q 5 A. Elaborate 5 relevant netiquettes that need to be practiced while making correspondences online. (5x2=10)

B. Describe a classified advertisement and mention some of the areas in which classifieds feature?

Or

X. Mr. Sushil Kumar the Minister of Trade and Commerce visited your company for inauguration of a new plant. Draft a press release note to be given to the local daily.

Y. Mrs. Renuka Shah is looking for an English tutor for her daughter who is studying in the 10th grade. Write a suitable classified mentioning the above requirements.

Q. 6. A You are Miss Pushpa Singh who is applying for the post of senior software consultant, write an email to Spyware Ltd regarding the same. (5x2=10)

B. As the HR Manager of Systems Infotech Pvt Ltd, write a memo to the office staff informing them about changes in work timings due to heavy work load and urgent requirement of completing a pending project.

Or

X. You are Suhana Sheikh studying in the second year BCom class of Vidhya Prabhodini College. You have been selected at National Level Swimming Championship. Write a letter to the Principal of your college seeking leave for 15 days to participate in the championship.

Y. As a customer of Cyber Security cameras who recently got CCTV cameras installed, write a review about the product on their google page.