

**THE UNIVERSITY OF BURDWAN**  
**B.A. Semester V (General) Examination 2020 (CBCS)**

**Subject: English**

**Paper: SEC 3**

**Attempt either Section A or Section B**

**Section A: Technical Writing**

**Time: 2 Hours**

**Full Marks: 40**

*The figures in the margin indicate full marks.*

*Candidates are required to give their answers in their own words as far as practicable.*

Answer **any eight** of the following questions:

5x8=40

1. What is the role of language in communication?
  2. What are the differences between speech and writing?
  3. Discuss the distinctive features of writing.
  4. What does technical writing mean? What are the basics of technical writing?
  5. What are the steps to be followed while writing a user's manual?
  6. UN Women announces the theme for International Women's Day, 8 March 2021 (IWD 2021) as, "Women in leadership: Achieving an equal future in a COVID-19 world." Your college is going to organise an online essay writing competition on this theme. As a student representative write a notice for students to participate in this competition.
  7. Write a report on the Sanitization Programme recently conducted by the NSS unit of your college.
  8. What are Meeting Minutes? What should you include while writing Meeting Minutes?
  9. What are the differences between formal and informal writing?
  10. Write an application to the Principal of your college seeking permission for arranging a trip to Shantiniketan.
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## Section B: Business Communication

**Time: 2 Hours**

**Full Marks: 40**

*The figures in the margin indicate full marks.*

*Candidates are required to give their answers in their own words as far as practicable.*

Answer **any eight** of the following questions:

5x8=40

1. What is the role of communication in management of business?
2. Comment on any two features of business communication.
3. What are the guiding principles for writing a project reports?

Or

What do you understand by research tools in the context of business communication?

Give one suitable example.

4. Why is accuracy the most important element of a business report?
5. What are the steps involved in planning a business meeting?
6. What kind of information should be included in the minutes of a meeting?

Or

What is e-correspondence? Why is it useful in business communication?

7. What is business etiquette? How is it different from social etiquette?
  8. Compose a short email to a prospective business partner stating your wish to start a business.
  9. Write an email to the manager of a bank asking for an updated statement of your bank account.
  10. Why is speaking from notes the most effective method for business presentation?
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