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SEAT No. _____

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[A-5]

SARDAR PATEL UNIVERSITY

BCom (Sem - III) EXAMINATION [2010 batch]

Monday, 27 November 2017

10:00 am to 12:00 noon

English and Business Communication - III

UB03FCOM02/04

- Note:
1. Figures to the right indicate full marks to the questions concerned.
 2. Your answers must be precise.
 3. Maximum Marks: 60

Q-1 Attempt the following questions:

15

- (a) Write a detailed note on the Opening of the play *The Doll's House*.
- (b) Who was Torvald Helmer? How does he treat his wife, Nora?

OR

Q-1 Attempt the following questions:

15

- (a) Describe in detail the villainous acts of Krogstad.
- (b) Write a note on the role played by Nora Helmer in the play.

Q-2 (A) Write a brief note on: (any one)

05

- (i) Nora's married life
- (ii) Dr Rank

(B) Read the following passage and answer the questions given below:

10

The great advantage of early rising is the good start it gives us in our day's work. In the morning the mind is fresh, and there are few sounds or other distractions, so that work done at this time is generally well done. In many cases the early riser also finds time to take some exercise in the fresh morning air, and this exercise supplies him with a fund of energy that will last until the evening. All his work being finished in good time, he has a long interval of rest in the evening before the timely hour when he goes to bed. He gets to sleep several hours before mid-night, at the time when sleep is most refreshing, and after a sound night's rest, rises early next morning in good health and spirits for the labours of a new day.

Anyone who lies in bed late, must, if he wishes to do a full day's work, go on working to a correspondingly late hour, and deny himself the hour or two of evening exercise that he ought to take for the benefit of his health. But, in spite of all his efforts, he will probably not produce as good results as the early riser, because he misses the best working hours of the day.

C.P.T.O.)

QUESTIONS:

1. What are the advantages of early rising?
2. Why does the early riser get sound rest at night?
3. How does the late riser ruin his health?
4. What disadvantage has the late riser to face?
5. Give a suitable title to the passage.

OR

Q-2 (A) Write a brief note on: (any one)

- (i) Mrs Linde and Nora's friendship
- (ii) The Ending of the play *The Doll's House*

05

(B) Read the following passage and answer the questions given below:

10

A patriot is a man who loves his country, works for it, and is willing to fight and die for it. Every soldier is bound to do his duty, but the best soldiers do more than this: they risk their lives because they love the country they are fighting for. They love its hills and valleys, its cities and villages, its people and their way of life; and they are willing to defend it to the last against enemies who try to conquer it and destroy it.

Why is it that some nations have disappeared altogether? It has nearly always been because, when the great test came when everything depended upon the most active resistance to the enemy, not enough men and women were found ready to sacrifice themselves in order that their country and their fellow countrymen might continue to live.

Why is it that other nations, often small in population and power when compared with others, remain century after century free and independent in spite of great wars that have been fought around them and even within their own borders? The answer is that nowhere in such countries have men been found willing to yield to the enemy. For a time they may have seemed to be at the mercy of a conqueror, but they have waited, refusing to give in, until at last the opportunity has come to destroy or drive out the enemy, and win back their freedom.

QUESTIONS:

1. What do you mean by the word 'patriot'?
2. Why do soldiers risk their lives?
3. How does a nation lose its freedom?
4. What is the reason for the continued independence of some nations?
5. Give a suitable title to the passage.

- Q-3 Attempt the following: 15
- (A) Explain Socio-psychological barriers to effective communication.
- (B) Discuss Physical barriers to effective communication with the help of suitable illustrations.

OR

- Q-3 Write brief notes on the following: 15
- (A) How Grapevine operates in an organization
- (B) Objectives of Downward Communication
- (C) Horizontal Communication
- Q-4 (A) Anushka Stores, Anand have received a consignment of dryfruits from 15
Cindrella Dryfruit Suppliers, Goa. As from the Proprietor of Anushka Stores
write a letter of complaint to the suppliers informing them of the wrong goods
they have received.
- (B) Westland Publications, New Delhi have received a letter of complaint from the
Proprietor, Anjali Book Store, Ashram Road, Ahmedabad stating that some of
the books they have received are found to be defective. As from the Manager,
Westland Publications draft a reply to the letter offering suitable adjustment.

OR

- Q-4 (A) As from the Manager, Periwinkle Suppliers, Princess Street, Mumbai write a 15
letter to the Proprietor, Doshi & Co., Ashram Road, Ahmedabad drawing their
attention to the Overdue Account of Rs 2,55,000/-.
- (B) As from Alpha Company Ltd, Agra write a letter to the Proprietor, Messrs
Solanki Bros, Mehemdabad who have not yet settled their long outstanding
account, threatening to take legal action if the account is not settled within a
week.

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