

Bachelor of Commerce Examination: October - 2022
(Distance Education) (New Course)

Day & Date	Semester	Subject Name	Time	Code	Marks
Thursday 20/10/2022	II (Fresh/ Repeater)	English C. C.	11.00 AM To 02.10 PM	210201	75

Instructions: 1) Question No. 8 & 9 are compulsory.
2) Attempt any four questions from rest.

- Q.1** Write a letter to Hotspot Shop, Kalina, Mumbai, placing a trial order for biryani veg and nonveg. Mention that the delivery of items has to be made to Mankhurd, Mumbai. Suggest time of delivery and mode of payment. **10**
- Q.2** You have received an order for the supply of Unique washing machine. Write a reply informing them that it is not in the stock for less demand. Ask them to try New Magic washing machine that is more efficient hence more economical. **10**
- Q.3** Write a letter of complaint to The Speed Kitchen, Bandra (W), Mumbai for 40 mixers and 20 juicers that you received in the damaged condition. Ask them for an exchange. **10**
- Q.4** Mr. Ritesh Gholap bought a digital camera from you before six months. He now claims that it is defective and asks a replacement. The inspection shows that it was handled carelessly. Write to him that the replacement is not possible. **10**
- Q.5** **Write a paragraph in 150 words using the following points** **10**
Name of the park---- place----- distance ---- big park---- many trees---- different flowers--- spacious area to play---- ice-cream parlour---- bhel chat centre--- restaurants----always crowded.
- Q.6** **Read the passage carefully and answer the question given below.** **10**
This is the tale of a woman called Fatima Bi, a poor vendor's wife had no choice to speak to anyone other than her own family members. She faced all types of gender discrimination in her childhood. She stepped into the limelight when she took up the post of Sarpanch in her village (due to 33 percent quota for women in elected ladies). She initiated productive programs for women. She stopped child marriages. She encouraged all the girls to take up education and also started day care centres for the children of working mothers. In these and many other ways, she made her village Kalva her vehicle to express her talent and potential and a model village for girl-empowerment as well as economical progress.

Question:

Imagine that you are Sarpanch of Village council of your village. Write down which of Fatima Bi's projects you would implement in your village.

Q.7 Read the passage carefully and answer the questions given below.

The New Year is the time for resolution. Mentally, at least most of us could compile formidable lists of 'do's and 'don'ts'. The same old favorites recur year in and year out with the children, do a thousand and one job about the house, be nice to people we don't like, drive carefully, and take the dog for a walk every day. Past experience has taught us that certain accomplishments are beyond attainment. If we remain deep rooted liars, it is only because we have so often experienced the frustration that results from failure.

Most of us fail in our efforts at self improvement because our schemes are too ambitious and we never have time to carry them out. We also make the fundamental error of announcing our resolution to everybody so that we look even more foolish when we slip back into our bad old ways. Aware of these pitfalls, this year I attempted to keep my resolution to myself. I limited myself to two modest ambitions, to do physical exercise every morning and to read more in the evening. An overnight party on New year's eve provided me with a good excuse for not carrying out either of these new resolution on the first day of the year, but on the second, I applied myself assiduously to the task.

The daily exercise lasted only eleven minutes and I proposed to do them early in the morning before anyone had got up. The self discipline required to drag myself out of bed eleven minutes earlier than usual was considerable. Nevertheless, I managed to creep down into the living room for two days before anyone found me out. After jumping about in the carpet and twisted the human frame into uncomfortable positions. I sat down at the breakfast table in an exhausted condition. It was this that betrayed me. The next morning the whole family trooped into watch the performance. That was really unsettling but I fended off the taunts and jibes of the family good humouredly and soon everybody got used to the idea. However, my enthusiasm waned, the time I spent at exercises gradually diminished. Little by little the eleven minutes fell to zero. By January 10th I was back to where I had started from. I argued that if I spent less time exhausting myself at exercises in the morning. I would keep my mind fresh for reading when I got home from work. Resisting the hypnotizing effect of television, I sat in my room for a few evenings with my eyes glued to a book. One night, however, feeling cold and lonely, I went downstairs and sat in front of the television pretending to read. That proved to be my undoing, for I soon got back to the old bad habit of dozing off in front of the screen. I still haven't given up my resolution to do more reading. In fact, I have just bought a book entitled 'How to Read a Thousand Words a Minute'. Perhaps it will solve my problem, but I just have not had time to read it.

- a) Why most of us fail in our efforts for self-improvement? **01**
b) Why is it a basic mistake to announce our resolution to everybody? **01**

- c) Why did the writer not carry out his resolution on New Year's Day? **01**
- d) Find out the words in the above passage which convey the similar meaning: **04**
- i) Overwhelming
 - ii) Drawbacks
 - iii) Decrease
 - iv) Tired
- e) Write about your own experience of this year's resolution. **01**
- f) **Give verbs for** **02**
- a) resolution
 - b) performance

Q.8 Answer the following **10**

a) Match the following

A

- 1) Complaint letter
- 2) Claim letter
- 3) Trail order
- 4) You attitude
- 5) AIDA

B

- a) replacement of damaged product
- b) for testing quality
- c) informing the problem in business
- d) Attention Interest, desire, action
- e) reader's point of view

b) Answer in one sentence.

1. What is Complimentary close in a business letter?
2. What is an Adjustment letter?
3. What is the salutation in a business letter?
4. What is a claim letter?
5. Change the statement to make it personal (subjective): The ordered material is dispatched to the office.

Q.9 Short Notes (Any Five) **25**

- a) Courtesy
- b) Repeat order
- c) Partial acceptance of the claim
- d) Important points to be included in reply to complaint letter
- e) Reasons for writing Complaint letter
- f) Rejecting a claim
- g) Reply to order with substitute (recommending the other seller)