

GOA VIDYAPRASARAK MANDAL'S
GOPAL GOVIND POY RAITURCAR COLLEGE OF COMMERCE AND ECONOMICS
PONDA-GOA

B.C.A. (SEMESTER-IV) EXAMINATION, MARCH/APRIL 2014
TECHNICAL WRITING SKILLS

Duration: 2 Hours

Marks: 50

- Instructions: 1. All the questions are compulsory.
2. Figures to the right indicate marks.

Q.1.A) Fill in the blanks: (5)

1. Justice delayed is justice_____.
2. The four C's of Commercial Correspondence are _____,
_____, _____ and _____.
3. _____ is a French word commonly used in English to show that
some words or phrases have become stereotyped after over use.
4. Promptness in replying is a matter of sound_____.

Q.1.B) State whether True or False: (5)

1. Ultimo refers to last month.
2. Slang language should be used in a business letter.
3. There should be correct spellings used in a business letter.
4. Enclosure is a basic part of a letter.
5. A NOTE OF DISSENT is a proof of disagreement of a committee report.

Q.2.A) Explain the language that should and should not be used in a business letter. (10)

OR

- B) Explain the position, contents and significance of the Head Address in a business letter. (5)
- C) Explain the position, contents and significance of the Salutation in a business letter. (5)

Q.3.A) Write an essay on the different kinds of reports. (10)

OR

- B) Explain the Progress Report. (5)
- C) Explain the Statutory and Non-Statutory Reports. (5)

contd...2/-

Q.4.A) Which are the different modes of media that help in a business letter? (10)

OR

B) Explain the significance of the Inside Address in a business letter. (5)

C) How tactfulness and courtesy plays an important role in a business letter? (5)

Q.5.A) 'Wanted young graduate to work as a secretary for an organisation'.
Apply with full particulars to, The Times Of India, Panjim- Goa. (10)

OR

B) Explain the Full Block format of a letter. (5)

C) Explain the NOMA format of a letter. (5)

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