

**Goa Vidyaprasarak Mandal's**  
**GOPAL GOVIND POY RAITURCAR COLLEGE OF COMMERCE AND**  
**ECONOMICS, PONDA-GOA**  
**B.C.A. (SEMESTER - IV) SUPPLEMENTARY EXAMINATION,**  
**MAY/JUNE 2016**  
**TECHNICAL WRITING SKILLS**

Duration: 2 Hours

Marks: 50

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

Q.1.A) Fill in the blanks with the appropriate terms. [5]

1. Two common methods of collecting data for reports include \_\_\_\_\_ and \_\_\_\_\_
2. \_\_\_\_\_ Reports are not required to be written by law.
3. In Indian business and bureaucratic world, a brief written reprimand may be issued via a \_\_\_\_\_
4. The \_\_\_\_\_ period is the initial period of employment, a kind of "trial period", during which the supervisor carefully considers whether the employee is able to meet the standards and expectations of the job.
5. A \_\_\_\_\_ is usually attached along with the job application letter and it gives a quick overview of the candidate's educational qualifications, job skills, previous job experience and accomplishments, future career goals etc.

Q.1.B) State whether the following statements are 'True' or 'False'. [5]

1. Reports can be categorised as 'those that go up' and 'those that go down.'
2. Financial reports can help the organization prepare better budgets.
3. Job application letters may be of two types solicited and super soliciter.
4. Effective job application letters and memos always need to be very long.
5. A letter of reference is usually written by a referee and is considered a form of confidential communication.

Q.2.A) Answer the following :

1. List a few principals of commercial correspondence. [5]
2. Explain the meaning of the term 'jargons?' [5]

**OR**

Q.2.B) List and describe the various important parts of a business letter. [10]

Q.3.A) Answer the following:

1. List a few differences between formal and informal letters. [5]
2. Write a short note on 'Testimonials.' [5]

**OR**

Q.3.B) Assume you are Seema/Sandesh Naik. You have worked at a Public Relations Firm called Exel Soft Solutions for three years. Write a letter of resignation stating your desire to leave this job and pursue higher education abroad. [10]

contd...2/-

Q.4.A) Write short notes on the following:

1. Fax messages [5]
2. Importance of press releases [5]

**OR**

Q.4.B) What is meant by Email and Netiquette? Why are they important? [10]

Q.5.A) Write Short Notes on

1. Kinds of reports [5]
2. Parts of a business report. [5]

**OR**

Q.5.B) Assume you are the Assistant manager of GreenTech Recycling Factory. The workers of this factory have frequently complained about their work environment. The management has asked you to investigate, find the cause of employee discontent and also suggest ways to solve this problem. Draft a report as required by the Management. [10]

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