

Goa Vidyaprasarak Mandal's  
Gopal Govind Poy Raiturcar College of Commerce and Economics  
Ponda-Goa

B.C.A. (Semester - IV) Examination, April 2017

**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.

Q1. A) Fill in the blanks with appropriate terms and re-write the complete statement: [5]

1. \_\_\_\_\_ is the final stage of good written communication.
2. A letter of \_\_\_\_\_ is a confidential letter.
3. 'Memo' is an abbreviation for \_\_\_\_\_ .
4. Generally all business letters are written on a \_\_\_\_\_.
5. The person who sends a letter giving information about you is known as a \_\_\_\_\_ .

Q1. B) State whether the following statements are "True" or "False": [5]

1. The Inside address is the address of the person or company to whom you are addressing the letter.
2. The words bio-data, resume and CV are used interchangeably.
3. The Experience block in the bio data contains hobbies and interests of the candidate.
4. The indented form of layout is well balanced and pleasing to the eye.
5. 'To whomsoever it may concern' is the best way to start a testimonial.

Q2. A) Write a detailed note on the parts of a business letter with special reference to the head address, the inside address, the salutation and the complimentary close. [10]

**OR**

Q2. B) Write short notes on the following: [10]

- i. Principles of Commercial Correspondence.
- ii. Four functions of a business letter.

Q3.A) Write short notes on the following: [10]

- i. References
- ii. Memos

**OR**

Q3.B) Draft a job application letter with a bio-data for the post of a school teacher in Sarvodaya School, Panajim which is dedicated to impart education to differently-abled children. Other than graduation, the candidate requires an additional qualification of special B.Ed. She is also expected to be kind, patient, and empathetic towards the needs of the children. Any knowledge in Braille, arts and crafts shall be appreciated . [10]

Q4.A) Write a detailed note on Netiquettes and guidelines for communication over the internet. [10]

**OR**

Q4.B) Write short notes on the following: [10]

- i. Structure of an Email
- ii. Fax Messages

Q5.A) Write a committee report as the Chairman of Discipline Committee of Vishwaraj College, Delhi upon the instructions of the Principal. Report the increasing indiscipline, declining attendance and negligence on the part of students towards their academic duties. Also suggest appropriate measures to improve the situation. [10]

**OR**

Q5.B) Write brief notes on the following: [10]

- i. Statutory and Non-statutory reports
- ii. Committee Reports

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