

**Goa Vidyaprasarak Mandal's
GOPAL GOVIND POY RAITURCAR COLLEGE OF COMMERCE AND ECONOMICS
FARMAGUDI, PONDA – GOA**

**B.COM. UGC-CCFUP (SEMESTER-I) Intra Semester Assessment (ISA-I)-Test AUGUST 2023
ENGLISH - I**

Time: 30 Minutes

Marks: 05

Q 1) Write a short note on ANY ONE of the following: **(01 mark)**

- a) Verbal communication
- b) Nonverbal communication

Q 2) Answer the following: **(04 marks)**

- a) You are Melwin / Meliza residing at 106, Greenland Apartment, Vasco, Goa. You purchased an electronic item last week from Sai Electronics, Commercial Street, Vasco, Goa, but it is not working properly. Write a complaint letter to the dealer to raise the issue regarding the same with necessary details.
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