



‘समानो मन्त्रः समितिः समानी’

**UNIVERSITY OF NORTH BENGAL**  
B.A. Programme 6th Semester Examination, 2024

**SEC2-P2-ENGLISH**

Time Allotted: 2 Hours

Full Marks: 60

*The figures in the margin indicate full marks.*

**The question paper contains GROUP-A and GROUP-B.**  
**The candidates are required to answer any *one* from *two* Groups.**  
**Candidates should clearly mention the Group on the Answer Booklet.**

**GROUP-A**

**BUSINESS COMMUNICATION**

1. Answer any *one* question from the following: 12×1 = 12
  - (a) How important is non-verbal communication in everyday business relationship?
  - (b) Do you think that technological support is required for a better business communication? Discuss.
  - (c) Elucidate the basic business communication tools that are used by every business organization.
  
2. Answer any *six* questions from the following: 8×6 = 48
  - (a) What is the importance of referencing citations and bibliography in research?
  - (b) What is the difference between reference list and bibliography? Discuss in detail.
  - (c) As an NSS volunteer of your NSS unit, write a report on the services done by your organisation during the Swachh Bharat Abhiyan.
  - (d) As the director of a pharmaceutical company, write a report on the new machinery installed in your factory.
  - (e) As the CEO of a Biscuit manufacturing company, draft the annual report for the year 2023-24.
  - (f) As the owner of a publishing house, draft an annual report for the year 2023-24.
  - (g) What are the various types of techniques used in a field work report?
  - (h) What should a business visit report include? Answer in detail.
  - (i) What should you include when writing meeting minutes? Discuss.
  - (j) Draft the minutes of the meeting of the Board of Directors of ABC Company where the following matters were discussed:
    - (i) update on staffs
    - (ii) presentation of the annual budget
    - (iii) adopting measures to create a more positive work environment.

- (k) What are the characteristics of a good e-correspondence?
- (l) As the student-convener of the Debate Club of your college, write an e-mail to the Principal asking for permission to organise an inter-department Debate competition on the campus.

### GROUP-B

#### TECHNICAL WRITING

1. Answer any *four* of the following questions: 10×4 = 40
  - (a) Discuss the distinctive features of speech.
  - (b) How can one effectively make use of language for a successful communication?
  - (c) Discuss the distinct features of writing.
  - (d) Discuss the differences between narrative and expository writing.
  - (e) What are the features of technical writing?
  - (f) Write a letter to your friend expressing your views on the digital education.
  - (g) How do you write a product manual?
  - (h) Write a letter to the Editor of a local newspaper about the impact of noise pollution in your region.
  - (i) Discuss the various types of technical writing.
  
2. Answer any *four* of the following questions: 5×4 = 20
  - (a) Write a brief note on descriptive writing.
  - (b) What are the common methods of communication?
  - (c) How has technology changed the way we communicate?
  - (d) Discuss the techniques for writing a good introduction of an article.
  - (e) Compose a manual for a wooden table that can be assembled at home.
  - (f) Write the minutes of the meeting held in your office to assess the company's performance in 2023-24.
  - (g) Write a report on the health check up camp held in your school on the occasion of Independence day.
  - (h) As a secretary of the Film club of your college, write a notice, asking the students to register for the upcoming film screening.
  - (i) Write a report on a book fair you have recently visited.