

GUJARAT TECHNOLOGICAL UNIVERSITY

Communication Skills in English – 4300002

Answer Key – Summer – 2024

Date: 07/06/2024

Que. 1 (a) Select the most appropriate option from the given options.

1. The sign of successful communication is when_____.

- a) The Sender smiles and gives open body language.
- b) The Sender answers.
- c) The Sender is agreeable.
- d) **The Sender gets the desired response from the receiver.**

2. The process of converting signal (coded message) into understanding is....

- a. Encoding
- b. Decoding**
- c. Channel
- d. Feedback

3. Use of Tone, Stress, and Intonation of one's voice in Communication is....

- a. Barriers
- b. Physical Non-Verbal Communication
- c. Paralanguage**
- d. Verbal Communication

4 David Berlo's _____ Model is an expansion of the Shannon-Weaver Model of Communication.

- a) SNMR: Sender Noise Message Receiver
- b) **SMCR: Sender Message Channel Receiver**
- c) SMRC – Source, Message, Recipient, Channel
- d) SECD – Sender, Encoding, Channel, Decoding

Que. 1 (b) Justify Fate and Friendship vs. Duty as the Central Themes of the Story "After Twenty Years".

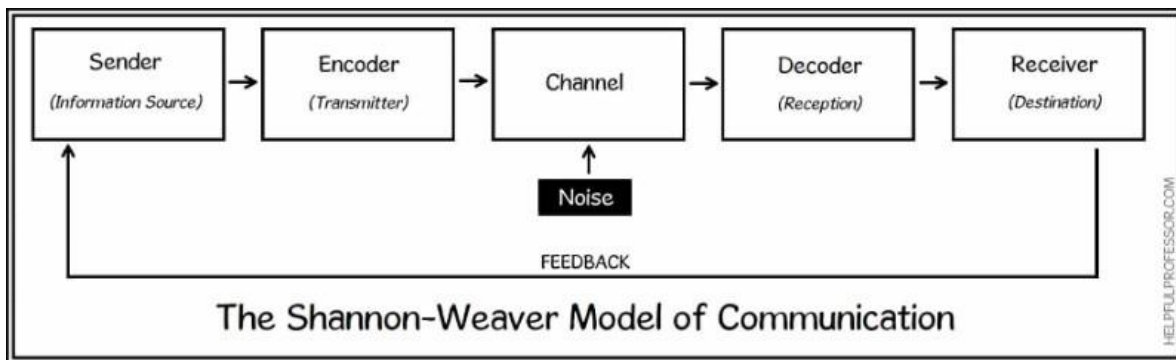
Ans.: O. Henry's short story, "After Twenty Years," explores the conflict between Friendship and duty along with concept of fate. The story takes place on the night two childhood friends, Jimmy and Bob, had agreed to meet before they parted ways 20 years earlier.

Both the friends meet after 20 years, as promised, which shows their dedication to the friendship. However, their career choice made it difficult for Jimmy to disclose his identity. He tries his best to know the circumstances and expects to save his friend, who has turned into a wanted person in Chicago. However, fate doesn't allow this meet to be a happy one and at last duty overpowers Jimmy's conscious. He decides to report about Bob and get him arrested.

This story clearly carries the themes of Fate and Friendship v/s Duty.

Que. 1 (c) Write a Brief Note in about 120 words on the following.

1. Shannon-Weaver Model of Communication Process (Explain with Diagram)



- **Sender:** The one who sends the message.
- **Encoder:** Converting idea into code (language or signs to be understood by receiver)
- **Channel:** Medium to pass the message
- **Decoder:** Process of converting codes into understanding
- **Receiver:** The person who receives the message
- **Feedback:** Receiver's response to the sender
- **Noise:** Barrier that hinders the communication cycle.

2. Communication: Definition, Need, and Application at Workplace.

Ans.: Definition:

Workplace communication is the exchange of information between employees in a work environment. This includes face-to-face conversations, emails, chat messages, videoconferencing, phone calls, and other methods used to convey information in the workplace. Nonverbal communication like eye contact, body language, and tone of voice are also important aspects of workplace communication.

Need:

Communication is the essence of management. The basic function of management (planning, planning, staffing, supervision and management) cannot be done effectively without proper communication.

Application:

Good communication in the workplace ensures employees have the information they need to perform well, builds a positive work environment, and eliminates inefficiencies. Effective communication should accurately convey information while maintaining or improving human relationships.

3. Barriers to Communication with Illustrations.

Ans.: The factors which obstruct the effectiveness of communication is known as Communication Barriers. There are different kinds of barrier that affect successful transmission of communication:

1. **Physical barriers.** (પરિસ્થિતિ તિવિ અવરોધો): ex. Closed places, outside noise, distance, etc.
2. **Psychological barriers.** (માનસિક અવિધો): ex. Lack of attention, distrust, phobia, grudge, stress, etc.

3. **Emotional barriers.** (ભાવનાત્મક અવરોધો): ex. emotionally charged, anxiety, pride, anger, fear, etc.
4. **Cultural barriers.** (સાંસ્કૃતિક ભેદ અવરોધો): ex. Difference of culture, beliefs, etc.
5. **Linguistic / Semantic barriers.** (ભાષાકીય અવરોધો): ex. Use of jargon, acronyms, faulty translation, etc.
6. **Technical barriers.** (તકનીકી અવરોધો): ex. Poor technology, technical glitches, lack of updated resources, etc.
7. **Attitude barriers.** (વલણ અવરોધો): ex. Personality conflicts, lack of motivation, dissatisfaction at work, insufficient training, etc.
8. **Organizational barriers** (સંસ્થાકીય અવરોધો): ex. Poor management, complex structure, multiple managers, etc.

OR

Que. 1 (c) Answer the following questions in one or two sentences.

1. What is Encoding in the Process of Communication?

Ans.: The process of converting idea / thoughts / message into signal (coded message) is encoding.

2. Define Decoding in the Process of Communication.

Ans.: The process of converting signal (coded message) into understanding is decoding.

3. Why is Feedback essential for a successful Communication?

Ans.: Feedback is response from the receiver and it is essential for a successful communication because it helps the sender assess if the message was understood and received as intended.

4. Which type of Communication is more effective? Verbal or Non-Verbal?

Ans.: Normally we do 70 to 80% non-verbal and only 20 to 30% verbal communication. However, combination of verbal and non-verbal is easy and effective.

5. How does Non-Verbal Communication supplement Verbal Communication?

Ans.: When non-verbal aspects (body language, eye contact etc.) match with verbal messages, it increases trust and clarity.

6. State the components of Paralanguage serving the purpose of communication.

Ans.: Paralanguage includes accent, pitch, volume, speech rate, modulation, and fluency.

7. In which form/s can Visual Communication be represented?

Ans.: Visual communication can be represented in the form of a graph, a map, a chart, a Venn diagram, a pie chart, a model, a table, or even multimedia like gifs, videos, and images.

8. Explain any two Barriers to Communication.

1. **Psychological Barriers:** Every mental situation that hinders effective communication can be included here, i.e. depression, mental absence, stage fear, phobia, inferiority, etc.

2. **Organisational barriers:** Organisational barriers are those barriers that are caused due to the structure, rules and regulations present in the organisation.

Que. 2 (a) Identify Noun/s from the following sentences.

1. The old **man** is known for his **wisdom**.
2. **Kritika** bought a **handbag** for herself.
3. **Aryan** was scolded for his **forgetfulness**.

Que. 2 (b) Do as directed.

1. The Examination of Communication Skills in English was _____ easy.
(Apply a suitable Adverb from quiet, **quite**, quietly and Rewrite the Sentence.)

2. _____! That was truly an exquisite performance!

(Apply a suitable Interjection from **Wow**, Oh, Ouch and Rewrite the Sentence.)

3. The place is a Seven-Star Resort. Celebrities are staying there. (Join these two sentences using a suitable Conjunction from Which, Where, When and Rewrite the revised Sentence.)

Ans.: The place, where celebrities are staying, is a Seven-Star Resort.

4. The **wealthy** woman bought **diamond** jewellery. (Rewrite the Sentence and Underline Adjective/s.)

Que. 2 (c) Fill in the blanks using the appropriate form of the verbs given in brackets.

1. _____ she _____ dinner last night? (Do...have, Does...have, **Did...have**)
2. I _____ to the Statue of Unity many times. (**have been**, has been, had been)
3. Meera got three calls from her friend, while she _____ dinner with her family last night. (is doing, **was having**, were doing)
4. Mrs. Dhingra _____ on the phone at this moment.
(has been talking, have been talking, **is talking**)
5. The roads are completely wet as it _____ since morning.
(had rained, has rained, **has been raining**)
6. Some students _____ already _____ their Tuition fees in time. (has...paid, **have...paid**, have been paying,)
7. When we _____ (arrive) at the stadium, the match _____.
(arrive, have begun; arrived, had already begun; **arrived, had already begun**)

OR

Que. 2 (a) Fill in the blanks with suitable Pronoun/s.

1. That purse is mine. I opened _____ to see if there was any money inside. (it's, **it**, its)
2. Vishala and Viral decided that _____ would go on a trip to Shimla. (she, he, **they**)
3. Mother baked the cookies _____. (itself, **herself**, themselves)

Que. 2 (b) Do as directed.

1. Rahul has been to Dubai just _____.

(Apply a suitable Adverb from "one, **once**, or ones" and Rewrite the Sentence.)

2. We will go for sightseeing tomorrow_____it rains. (Apply a suitable Conjunction from “if, otherwise, **unless**” and Rewrite the Sentence.)

3. The modest don't boast_____their achievements.

(Apply a suitable Preposition from “at, **of**, for” and Rewrite the Sentence.)

4. **Four** cats ran into the backyard. (Underline Adjective/s.)

Que. 2 (c) Fill in the blanks using the appropriate form of the verbs given in brackets.

1. Ritu_____from Insomnia since October 2023.
(has suffered, have been suffering, **has been suffering**)
2. Look! The young ones of langurs_____like boys. (is wrestling, has wrestled, **are wrestling**)
3. Meera_____a job nowadays. (is looking, was looking for, **is looking for**)
4. He usually_____tea, but today he_____coffee.
(is taking...is drinking, **takes...is drinking**, took...drank)
5. I_____never_____such a beautiful beach before I went to Miami.
(had...saw, has...been seen, **had...seen**)
6. India_____a developed country by 2047. (was, **will become**, is)
7. The lights suddenly went off, while we_____carom yesterday.
(have played, **were playing**, are playing)

Que. 3 (a) Identify the sentence pattern of the sentences given below.

1. They / worked / hard. – **SVA**
2. It / was / a very pleasant talk. – **SVC**
3. Many students / witnessed / a Play. – **SVO**
4. Leopard / roars. – **SV**

Que. 3 (b) Fill in the blanks with a suitable Modal Auxiliary.

1. There are black clouds. It_____rain today. (can, **may**, should)
2. The children_____obey their parents and teachers. (need, could, **should**)
3. _____India win the 2027 Cricket World Cup! (can, **may**)
4. Kartik **must / could** have attended the meeting. (Use Certainty indicating Modal Auxiliary)
5. **Will/ Would/Can/Could** you lend me your bike for an hour, please? (Use Politeness indicating Modal Auxiliary)

Que. 3 (c) Fill in the blanks using the appropriate form of the verbs.

1. Time and tide_____for none. (**wait**/ waits)
2. The director and producer of the movie_____present yesterday. (**was**, were)
3. Rakesh as well as his friends_____invited to the party. (**is**, are)
4. Neither of the Teams_____performed their best in IPL. (**has**, have)

5. As the guests ate much of the Ice cream, a little _____ left for the kids. (was, were)
6. The problems of today's youth _____ many. (is, are)
7. Lots of food _____ wasted globally each year. (is, are)
8. Each of the parcels _____ 15 kgs. (weigh, weighs)

OR

Que. 3 (a) Identify the sentence pattern of the sentences given below.

1. She / sings / a song. – **SVO**
2. They / came / suddenly. – **SVA**
3. People / cried. – **SV**
4. We / are / Indians. – **SVC**

Que. 3 (b) Fill in the blanks with a suitable Modal Auxiliary.

1. Rakhi _____ keep quiet as the students were reading in the next room. (has to, have to, **had to**)
2. _____ you lend me a pen, please? (should, **will**, must)
3. My father _____ climb a tall tree when he was young. (can, **could**)
4. One **must** not speak loudly in the hospital. (Use Prohibition indicating Modal Auxiliary.)
5. You **need not** worry about her as she is completely recovered from illness now.
(Use Absence of Necessity indicating Modal Auxiliary)

Que. 3 (c) Fill in the blanks using the appropriate form of the verbs.

1. Walnut Brownie with hot chocolate sauce _____ my favourite dish. (**is** / are)
2. The poet and the statesman _____ arrived. (**has** / have)
3. Each day and each hour _____ us a fresh anxiety. (bring/ **brings**)
4. Either Kartik or Kritika _____ eaten all the Wafers. (**has**/ have)
5. Neither you all nor your friend _____ to be blamed. (**is** / are)
6. More than half of the time _____ over still he hasn't turned up. (**is**, are)
7. You as well as I _____ responsible for our losses. (**am**, are)
8. Plenty of shops _____ payments by a credit card. (**accept**, accepts)

Que. 4 (a) Choose the Correct Option:

1. Pari Tibba/Hill of the Fairies was also known as _____.
(a) Fairy Hill (b) Barren Hill (c) Mussoorie Hill **(d) Burnt Hill**
2. Bob and Jimmy were born and brought up in _____ city of USA.
(a) Chicago (b) Los Vegas **(c) New York** (d) San Francisco
3. _____ gives his harness bells a shake to ask if there is some mistake.
(a) Leopard (b) Forktail **(c) Horse** (d) Langur

4. According to the poet, humans should work towards_____.

(a) Habits (b) Happiness (c) Heaven (d) Perfection

Que. 4 (b) Answer the following questions in brief. (20 to 40 Words)

1. Comment on the gradual change in the behaviour of Birds and Animals towards the Author in the story "Leopard".

Ans.: Bond informs the readers that as he never takes anything from the forest, the birds and animals soon grew accustomed to his presence; or possibly they recognized his footsteps. After some time, his approach did not disturb them.

2. Where did Jimmy and Bob have their last dinner? What did they promise to each other then?

Ans.: Jimmy and Bob had their last dinner at Big Joe Brady's Restaurant. They were to part next morning as Bob was leaving for the West. They promised each other to meet at the same place, same time after 20 years, irrespective of any circumstances.

3. Why was Bob under arrest? Why didn't Jimmy himself arrest Bob?

Ans.: "After Twenty Years" is a beautiful story of Friendship v/s Duty by O' Henry. When Jimmy saw the face of the stranger, he realized that it is face of a criminal wanted in Chicago. Being a friend, he couldn't arrest him on his own, but as a dedicated officer, he got him arrested by a plain clothed officer.

Que. 4 (c) Write a Brief Note in about 120 words on the following.

1. Author's two encounters with the Leopard.

Ans.: In the story, "The Leopard", the writer, Ruskin Bond, mentions regarding his two encounters with leopard.

On the first time, while climbing up the hill, the writer came across the leopard. It was looking in the opposite direction but it sensed writer's presence and it slowly turned its head and looked down at him. It seemed a little puzzled at writer's presence there; and when the writer clapped hands sharply, the leopard sprang away into the thickets, making absolutely no sound and melted into the shadows.

On the second time, the writer was following fork-tail to see its nest and its young ones. But when the writer tried to surprise the bird by suddenly showing up, he came across the leopard instead of the bird. This was the second encounter of the writer which made both of them quite scared.

2. Central Idea of the Poem "Stopping by Woods on a Snowy Evening".

Ans.: In the poem "Stopping by Woods on a Snowy Evening" composed by Robert Frost, the poet is riding through the beautiful woods filled up with snow. The nearby lake is also frozen. He wants to stop there to

enjoy the charming sight. His horse feels queer because his master wanted to stop where he could see no farmhouse to stay. The horse feels strange and shakes his bells.

The poem is well known for the last stanza where we find the core idea of the poem. The last stanza of the poem signifies the contrary idea of desire v/s duties or responsibilities as it conveys the message that one should not be tempted or diverted by such attractive things but keep on working to fulfil the promises as it repeatedly stressed by the poet in the last two lines.

3. Freedom envisioned by Tagore in “Where the Mind is without Fear”

Ans.: In his poem “Where the Mind is Without Fear”, the poet Rabindranath Tagore prays to God for a country / society where each and every citizen can enjoy a “heaven of freedom”.

To fulfil this vision of freedom, the new country / society would be without prejudices and discriminations of class, caste, language, religion, etc.; would have individual freedom to follow one’s preferred religion, food habits, etc. and the freedom to express one’s opinions provided they do not hurt the sentiments of others; would ensure education and knowledge for everyone without prejudices of class, caste, gender, religion, etc.; every individual would be hard-working, truthful, and passionate about achieving perfection; and would be purely rational and scientific instead of superstitious.

OR

Que. 4 (a) Choose the Correct Option:

1. “Where the Mind is without Fear” is written by the Poet _____.
(a) O. Henry (b) Ruskin Bond (c) Rabindranath Tagore (d) Robert Frost
2. What made Bob realize that the Cop wasn’t Jimmy?
(a) His eyes (b) His hair (c) His nose (d) His jaw
3. “Stopping by Woods on a Snowy Evening” is written by the Poet _____.
(a) O. Henry (b) Ruskin Bond (c) Rabindranath Tagore (d) Robert Frost
4. Apart from the author, _____ was the regular visitor of the stream.
(a) Leopard (b) Forktail (c) Horse (d) Langur

Que. 4 (b) Answer the following questions in brief. (20 to 40 Words)

1. Comment on the Author’s approach to the Birds and Animals in “Leopard”.

Ans.: The author, Ruskin Bond, is a nature lover and his attitude is just as of the denizens of the forest. He loves the way birds and animals freely roam in their space and not afraid of the arrival of author.

2. How does the little horse of the poet react to being stopped by the woods? Why?

Ans.: According to the poet, to stop by the woods will surprise the hoarse because there is no presence of the society or civilization for which the word 'farmhouse' is used in the line 'to stop without a farmhouse

near'. There are only woods, a lake that is frozen and darkness in the evening that create a mysterious atmosphere.

3. Explicate Tagore's Vision of India when he says "Where the world has not been broken up into fragments by narrow domestic walls."

Ans.: When Tagore wrote the lines, "Where the world has not been broken up into fragments by narrow domestic walls," he meant that, India should be a space where everyone is united by the common thread of humanity irrespective of their class, caste or religious background.

Que. 4 (c) Write a Short Note in about 120 words on the following.

1. Lessons learnt from the story "After Twenty Years".

Ans.: "After Twenty Years" is a story of two friends by O' Henry which carries a few life lessons, like:

Loyalty: Bob's punctuality in keeping his meeting with Jimmy demonstrates his loyalty to their friendship. Despite getting involved in unlawful behaviour in the West over the past twenty years, Bob still makes it back to the appointed place and time to meet his friend.

Trust: Jimmy shows remorse for having to betray his friend's trust by admitting that he couldn't arrest Bob himself.

Irony: There is situational irony in the story when Bob is waiting for Jimmy and doesn't realize he is actually talking to him. Bob also doesn't realize that he is waiting to get arrested when he continues to wait after Jimmy leaves.

2. 'India after Independence' envisaged by Rabindranath Tagore.

Ans.: In his poem "Where the Mind is Without Fear", the poet Rabindranath Tagore envisaged 'India after Independence', which each and every citizen, can consider a "heaven of freedom".

The new country would be without prejudices and discriminations of class, caste, language, religion, etc.; would have individual freedom to follow one's preferred religion, food habits, etc. and the freedom to express one's opinions provided they do not hurt the sentiments of others; would ensure education and knowledge for everyone without prejudices or discrimination; everyone would be hard-working, truthful, and passionate about achieving perfection; and would be purely rational and scientific instead of superstitious.

3. The Author's strong efforts to find out the Forktail's nest in "Leopard".

Ans.: In Ruskin Bond's short story "The Leopard", the author tried to find the forktail's home by following it while it flew, but the slippery stones made it difficult. The author was curious to see forktail's home as he strongly believed that the bird has young ones in there. He tried to follow it while it's flight up but could not, due to slippery and sharp stones. Eventually he decorated himself with bracken fronds and, after slowly making way upstream, hid inside the hollow stump of a tree at a spot where the forktail often

disappeared. However, he could not deceive the bird who opposed his presence near its home. He kept patience, sat for 10 minutes and one it quietened down, stood up but found leopard instead of the forktail.

Que. 5 (a) Choose the Correct Option:

1. The language used in business/formal emails should be...

(a) casual (b) friendly (c) professional (d) complex

2. _____ Email is written in response to the Complaints raised by the Clients.

(a) Adjusting (b) Adjoining (c) Adjourning (d) Adjustment

3. A written letter requesting information on the Product/Material is called...

(a) Inquiry Letter (b) Reply to Inquiry (c) Order Letter (d) Complaint Letter

4. _____ is used to send mass emails without disclosing the email IDs of the recipients.

(a) To (b) Cc (c) Bcc (d) Enclosure

Que. 5 (b) Do as directed.

1. Elucidate the 7 Cs of Business Communication in about 120 words.

Ans.: The 7 Cs of business communication are a framework that can help people communicate more effectively and improve interactions in the workplace:

1. **Clarity:** Be clear about your message or goal
2. **Conciseness:** Stick to the point and keep it brief without sacrificing quality
3. **Consideration:** Understand the audience's perspective and frame your message accordingly
4. **Concreteness:** Be specific, definitive, and vivid, rather than vague and general
5. **Correctness:** Avoid technical terms and grammatical errors, and ensure the information is factually accurate
6. **Courtesy:** Be polite, respectful, and considerate
7. **Completeness:** Provide all necessary information for the recipient to make informed decisions, including a call to action if needed

2. Write a request letter to the Head of your respective Department in your College to sanction your leave for a week.

Paras Joshi

En. No. 123456789

Division: Mech. A, Sem. 1

ABC Polytechnic

Visavadar.

Date: 07/06/2024

To,
Rakesh Pancholi Sir
Head, Mechanical Department
ABC Polytechnic
Visavadar

Sub.: Grant one week medical leave

Respected Sir,

My name is Paras Joshi and I am a student of Sem. 1, A division of Mechanical Department. I am suffering from fever since yesterday afternoon and that is why I left the college at 3 pm yesterday, missing my half day classes.

My father took me to the doctor and there I was diagnosed with symptoms of dengue. The doctor has advised me to take rest for a week. So, I will not be able to attend classes for a week.

I will try my best to cover up the pending things once I recover from the fever. Please grant me this leave. I will submit my medical certificate once I join the college again.

I would be thankful for your consideration and support.

Sincerely yours,

(Signature)

Paras Joshi

Que. 5 (c) Draft the following Business Email:

1. HYUNDAI MOTORS LTD, Mumbai, INDIA wants to purchase 20000 futureproof Lithium-ion Batteries (Model No. ID89-Z) for its new SUV car 'Hyundai Karrier EV' to be launched in Asian Market on May 01, 2024. On behalf of Manoj Nalawade, Purchase Manager, HYUNDAI MOTORS LTD. (purchase@hyundaimotors.com), draft an Email, inquiring about these Batteries to Bruce Craig, Sales Manager, ENVISION AESC, Hamburg, GERMANY (sales@envision-energy.com) and ask for Catalogue and Quotation.

Date: January 22, 2024

From: purchase@hyundaimotors.com

To: sales@envision-energy.com

Sub.: Inquiry for 20000 future proof Lithium-ion Batteries (Model No. ID89-Z)

Dear Bruce Craig,

This is Manoj Nalawade, Purchase Manager at Hyundai Motors Ltd. Our company is all set to launch its new SUV car 'Hyundai Karrier EV' in Asian Market on May 01, 2024. We require 20000 future proof Lithium-ion Batteries (Model No. ID89-Z) for the same.

Kindly let us know the feasibility of the supply latest by 29th of February. Send us the Catalogue and Quotation along with the terms & conditions of your company.

Feel free to contact me for any further information required.

Thanks and regards,

Manoj Nalawade,
Purchase Manager,
Hyundai Motors Ltd.

2. Place an Order on behalf of Manoj Nalawade, Purchase Manager, HYUNDAI MOTORS LTD. through an Email (purchase@hyundaimotors.com) to Bruce Craig, Sales Manager, ENVISION AESC, Hamburg, GERMANY (sales@envision-energy.com) for 20000 futureproof Lithium-ion Batteries (Model No. ID89-Z) for the new SUV car 'Hyundai Karrier EV' to be launched in Asian Market on May 01, 2024. Make sure to receive the delivery of Batteries on or before February 29, 2024.

Date: February 02, 2024

From: purchase@hyundaimotors.com

To: sales@envision-energy.com

Sub.: Order for 20000 future proof Lithium-ion Batteries (Model No. ID89-Z)

Dear Bruce Craig,

This is Manoj Nalawade, Purchase Manager at Hyundai Motors Ltd. We received your Quotation for 20000 future proof Lithium-ion Batteries (Model No. ID89-Z) and found it the most competitive so I want to place order on behalf of my company.

Our company is all set to launch its new SUV car 'Hyundai Karrier EV' in Asian Market on May 01, 2024 and we require to receive the delivery of Batteries on or before February 29, 2024 as conveyed in the inquiry letter and accepted by you.

Have attached order form and the confirmation of the 80% payment of CWO as mentioned by you in T&C of the company. Do acknowledge for the same and don't miss the deadline of February 29, 2024.

Feel free to contact me for any further information required.

Thanks and regards,

Manoj Nalawade,
Purchase Manager,
Hyundai Motors Ltd.

OR

Que. 5 (a) Choose the Correct Option:

1. 'Dear Sir/Madam' or 'Respected Sir/Madam' is called_____.

(a) Salutation (b) Signature (c) Heading (d) Title

2. Signature is placed_____.

(a) Below the complimentary close (b) Above the complimentary close

(c) Along with complimentary close (d) None of the above

3. A written communication used to raise your concerns with a product, service or to address other types of grievances is called_____.

(a) Inquiry Letter (b) Reply to Inquiry (c) Order Letter (d) Complaint Letter

4. _____refers to any additional documents that you've attached to your letter.

(a) Salutation (b) Detachment (c) Enclosure (d) Post-script

Que. 5 (b) Do as directed.

1. Explain the Parts/Format of a Business Letter in about 120 words.

Ans.: A business letter typically consists of several key parts structured in a block or modified block format, like:

1. **Sender's Address:** Positioned at the top of the letter, including the sender's name, title, company name, and address. A printed letter head is usually used by the companies.
2. **Date:** Placed below the sender's address, indicating the date the letter was written.
3. **Recipient's Address:** Below the date, containing the recipient's name, title, company name, and address.
4. **Subject Line:** Important and useful for indicating the purpose of the letter.
5. **Salutation:** The greeting, such as "Dear Mr / Ms (if the person is mentioned with name),"/ Respected Sir / Madam (if the person is unknown and the letter is mentioned with post)
6. **Body:** The main content of the letter, organized into paragraphs that convey the message clearly and concisely. (Usually with three paragraphs, consisting of introduction, discussion and conclusion.)
7. **Complimentary Close:** A courteous closing remark, such as "Yours sincerely," or "Best regards," followed by a comma.
8. **Signature:** Below the closing, the sender's name and title typed out, with space left for their handwritten signature.
9. **Enclosures:** If there are additional documents included with the letter, they are listed here.

Each part serves a specific purpose, ensuring the letter is structured, professional, and effectively communicates its intended message.

2. Place an order through Email to GLOBAL FURNITURE, Nagpur for Office Furniture for your newly constructed office in SEZ-2, GIDC, Ahmedabad.

Kamal Kumar
Purchase Manager
Pioneer Consultancy
Sez-2
Ahmedabad

Date: 10/05/2024

To
Harsh Maheta
Sales Manager
Global Furniture
Nagpur

Subject: Purchase Order for Office Furniture

Dear Mr Maheta,

I hope this message finds you well. I am writing on behalf of Pioneer Consultancy, located in SEZ-2, GIDC, Ahmedabad. We are in the process of setting up our newly constructed office and are interested in purchasing office furniture from your esteemed company.

After reviewing your catalogue and website, we have identified the following items that we would like to order:

Sr. No.	Furniture Item	Product Code	Quantity	Colour
1	Desk	GFI – 20	20	Wooden - glossy finish
2	Office Chairs	GFI – 38	40	
3	Computer Table	GFI – 91	20	
4	Small cabinets	GFI – 56	20	

Please provide us with the following information:

- Availability of the listed items
- Pricing details, including any applicable discounts for bulk orders
- Estimated delivery timeline to SEZ-2, GIDC, Ahmedabad

We look forward to your prompt response and cooperation in fulfilling our order. Should you have any questions or require further information, please feel free to contact me at at 9876543219 or kamal@pioneer.com.

Thank you for your attention to this matter. We eagerly anticipate establishing a fruitful business relationship with Global Furniture.

Best regards,

Kamal Kumar

Pratiksindh Solanki

Que. 5 (c) Draft the following Business Letter:

1. Draft a complaint letter to GLOBAL FURNITURE, Nagpur asking for compensation or replacement as you found some of the pieces of furniture delivered in the damaged condition.

Kamal Kumar
Manager
Pioneer Consultancy
Sez-2
Ahmedabad

Date: 01/06/2024

To
Harsh Maheta
Sales Manager
Global Furniture
Nagpur

Subject: Request for Compensation or Replacement of Damaged Furniture

Dear Mr Maheta,

I hope this message finds you well. I am writing to bring to your attention an issue with the recent delivery of furniture we received from your company.

On 31st May, we received an order from Global Furniture consisting of office tables and chairs. Unfortunately, upon unpacking and inspecting the items, we discovered that 5 of the tables are scratched and 3 of the chairs have broken leg. This issue is particularly concerning to us as it affects the functionality and appearance of the furniture.

Given the circumstances, we kindly request your prompt assistance in resolving this matter. We would appreciate it if you could arrange for either replacement of the damaged items or suitable compensation for the inconvenience caused. Please let us know at your earliest convenience how you intend to proceed with this matter.

Enclosed with this letter are copies of the delivery receipt and photographs clearly showing the damage for your reference. If you require any additional information or documentation from our end, please do not hesitate to contact me directly at 9876543219 or kamal@pioneer.com

We value our business relationship with Global Furniture and hope for a quick resolution to this issue. Thank you for your attention to this matter, and I look forward to your prompt response.

Yours sincerely,

Kamal Kumar

2. GLOBAL FURNITURE, Nagpur has received a complaint from PIONEER CONSULTANCY, SEZ-2, Ahmedabad regarding some of the pieces of furniture delivered in the damaged condition. On behalf of GLOBAL FURNITURE, draft a suitable Adjustment Letter.

Harsh Maheta
Sales Manager
Global Furniture
Nagpur

Date: 07/06/2024

To,
Kamal Kumar
HR Manager
Pioneer Consultancy
Sez-2
Ahmedabad

Sub.: Adjustment letter.

Dear Mr Kumar,

I hope this letter finds you well. We at Global Furniture are committed to providing our customers with products of the highest quality, and it was with regret that we received your complaint regarding the damaged condition of some furniture pieces delivered to Pioneer Consultancy.

Please accept our sincere apologies for any inconvenience this may have caused. We understand the importance of receiving products in pristine condition, and we regret that your recent experience did not meet our usual high standards of service.

Upon receiving your complaint, we promptly investigated the matter and identified the lapse in our handling and delivery process. We have taken immediate steps to rectify the issue to prevent any recurrence in the future. Our team has already dispatched replacements for the damaged furniture pieces to your address at SEZ-2 in Ahmedabad. You can expect delivery within a week.

Once again, please accept our apologies for the inconvenience caused. We appreciate your understanding and patience in this matter. Should you have any further questions or concerns, please do not hesitate to contact me directly at 9876543210 or harsh@global.com

Thank you for bringing this matter to our attention and giving us the opportunity to make things right.

Yours sincerely,
Harsh Maheta