

No. of Printed Pages : 6

**FEG-2**

**BDP/BCA/BTS**  
**Term-End Examination**  
**June, 2023**

**FEG-2 : FOUNDATION COURSE IN ENGLISH-II**

*Time : 2 Hours*

*Maximum Marks : 50*

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**Note :** Answer all questions.

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1. Write a composition in about **350** words on any *one* of the following : 20
- (a) Politeness is the hallmark of an educated person.
- (b) Caring for the elderly.
- (c) The importance of hobbies.
- (d) Power should be kind.

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2. Write a paragraph of about **200** words on any **one** of the following : 10
- (a) What I like about my family.
  - (b) Enjoying leisure time.
  - (c) The importance of daily exercise.
  - (d) The writer whose books I enjoy reading.
3. Write a letter to the Secretary of your Residents Welfare Association regarding the general upkeep of the area. List the problems and offer solutions. 10

*Or*

Write a letter to the head of your institution requesting permission to felicitate eminent sportswomen.

4. Read the following passage and make notes in an appropriate format. Give it a suitable title : 10

A good business letter is one that gets results.

The best way to get results is to develop a letter that, in its appearance, style and content, conveys information efficiently. To perform this function, a business letter should be concise, clear and courteous.

The business letter must be concise : don't waste words. Little introduction or preliminary chat is necessary. Get to the point, make the point, and leave it. It is safe to assume that your letter is being read by a very busy person with all kinds of papers to deal with. Re-read and revise your message until the words and

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sentences you have used are precise. This takes time, but is a necessary part of a good business letter. A short business letter that makes its point quickly has much more impact on a reader than a long-winded, rambling exercise in creative writing. This does not mean that there is no place for style and even, on occasion, humour in the business letter. While it conveys a message in its contents, the letter also provides the reader with an impression of you, its author : the medium is part of the message.

The business letter must be clear. You should have a very firm idea of what you want to say, and you should let the reader know it. Use the structure of the letter—the paragraphs, topic sentences, introduction and conclusion—to guide the reader point by point from your

thesis, through your reasoning, to your conclusion. Paragraph often, to break up the page and to lend an air of organisation to the letter. Use an accepted business-letter format. Re-read what you have written from the point of view of someone who is seeing it for the first time, and be sure that all explanations are adequate, all information provided (including reference numbers, dates, and other identification). A clear message, clearly delivered, is the of business communication.

The business letter must be courteous. Sarcasm and insults are ineffective and can often work against you. If you are sure you are right, point that out as politely as possible, explain why you are right, and outline what the reader is

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expected to do about it. Another form of courtesy is taking care in your writing and typing of the business letter. Grammatical and spelling errors (even if you call them typing errors) tell a reader that you don't think enough of him or can lower the reader's opinion of your personality faster than anything you say, no matter how idiotic. There are excuses for ignorance; there are no excuses for sloppiness.

The business letter is your custom-made representative. It speaks for you and is a permanent record of your message. It can pay big dividends on the time you invest in giving it a concise message, a clear structure, and a courteous tone.