

MCA (Revised)
Term-End Examination
June, 2008

MCS-015 (S) : COMMUNICATION SKILLS

Time : 2 hours

Maximum Marks : 50

Note : Answer *all* questions.

1. Read the following passage and answer the questions given below it :

If the new refrigerator or television set you have purchased does not work and is defective, what course of action would you take to get it rectified ? Some of you may visit the dealer or telephone him to arrange for repairs. A majority of the consumers would immediately file a complaint in the consumer forums. Increasingly, consumers are making use of the law as the first resort to settle their grievances.

The long delay in civil and consumer courts, the procedures to be followed, the documents to be produced and other hurdles can be avoided if consumers try to

settle grievances by visiting shops or complaining in writing.

Most times, a simply-worded complaint to the manufacturer or a visit to the shop has the desired results. However, before writing a letter, you should know when and how to complain.

You can complain to the dealer under three circumstances. Firstly, when goods are not as described by the salesman or the manufacturer. Secondly, when goods are not of marketable quality and finally, when the goods are not fit for the purpose for which they are purchased. In legal terminology, these are called 'implied terms'.

But you should be cautious. For example, if you are aware of the defect before purchasing the product, you cannot complain. In addition, if you have examined the product, it is deemed that you are accepting the product as it is. You have lost the right to complain in both cases.

- (i) What do most people do when their refrigerator or television set which they have bought recently does not work ? 2
- (ii) What are some of the other ways consumers can use to settle their problems, as mentioned in para 2 ? 2
- (iii) Mention any two circumstances in which consumers can complain to the dealer. 2

- (iv) Under what circumstances is it not possible for consumers to complain ? 2
- (v) Use the following phrases in your own sentences :
match the description, make use of 2
2. Fill in the blanks choosing the most suitable word from those given in brackets : 5
- (i) Manorama acted _____ her first film at a young age. (at, in, for)
- (ii) _____ 1985, she had acted in more than 1000 films. (From, By, For)
- (iii) He left _____ Bombay yesterday on some important business. (to, for, on)
- (iv) What are you doing _____ Sunday afternoon ? (in, on, at)
- (v) It hasn't stopped raining _____ last night. (for, since, from)
3. Write down the text of a group discussion among four participants on the importance of good communication skills in English in modern times. 10
4. You are S.K. Maniratnam, Managing Director, Krishna Software Ltd. Draft a memo to be sent to all the staff to attend the lecture on 'Analysing Customer Requirements' on 15th September at 5 p.m. in the Hall. 10

5. Write a letter of application along with your Curriculum Vitae (CV) for the job of Project Engineer in response to the following advertisement :

Job Description : Handling projects in Electronics

Requirement : B.E. in Electronics

At least two years experience

Apply within seven days to Turbo Services, New Delhi

10+5=15