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TEST-3

CA FOUNDATION

Business Correspondence and Reporting

(21-11-2021 3:00 p.m. to 6:00 p.m.)

Covering topics : Full Syllabus

Time allowed: 3 hours

Maximum Marks: 100

Q1 - Read the passage carefully and answer the questions that follow:

At noon, one day, Mr. Janardhan, a Cashier in a local suburban bank, was suddenly confronted by a man, with a pistol in hand, who demanded all the currency in the Cashier's cabin. Mr. Janardhan complied and put all his money in a bag. The robber left swiftly through the front door, jumped in a car, and drove away. Mr. Janardhan immediately sounded the alarm, ran to his own car, and followed the robber. Driving at high speed, he overtook the robber, forced him to stop and chased him on foot until overtaking him. There ensued a struggle in which Janardhan was shot in the leg. but he Successfully detained the robber until the local police arrived.

The local press gave Mr. Janardhan wide coverage for his heroism. He also received recognition from various individuals and groups for his bravery. The bank officials, however, had mixed reactions about the incident. The bank had a long- standing policy that a Cashier, when confronted with an attempt at robbery, was to comply completely with the demands, so as not to endanger employees and customers. Each Cashier had been further instructed to give alarm only when it was safe to do so and then await action by police and insurance agents. Any bank employee who failed to follow this procedure would be immediately discharged.

The bank manager felt that Mr. Janardhan should be discharged since he had violated the policy. But the personnel officer argued that his bravery, devotion to duty, and loyalty to the bank did reduce the intensity of the wrong done. The public relations officer reminded the bank's Chairman that the public might view Mr. Janardhan's discharge from office with misgivings since he, after all, had saved their deposits. The training officer said that a dangerous precedent would be established, if any, exception to the policy is permitted.

- i. What is the problem as you see it? Elaborate. **(2 mark)**
- ii. What do you think about bank manager's views in this matter? **(1 marks)**
- iii. Do you think that the personnel officer was right? **(1 marks)**
- iv. What is your recommendation in this situation? **(1 marks)**

B (i) Make Notes, using Headings, Sub headings and abbreviations

whenever necessary. (3 marks)

(ii) Write Summary. (2 marks)

In most sectors of the economy, it is the seller who attempts to attract a potential buyer with various inducements of price, quality and utility and it is the buyer who makes the decision. Where circumstances permit the buyer no choice because there is effectively only one seller and the product is relatively essential, government usually asserts monopoly and places the industry under price and other regulations. Neither of these conditions prevails in most of the health – care industry.

In the health-care industry, the doctor-patient relationship is the mirror image of the ordinary relationship between producer and consumer. Once an individual has chosen to see a physician-and even then there may be no real choice- it is the physician who usually makes all significant purchasing decisions : whether the patient should return "next Wednesday," whether X- rays are needed, whether drugs should be prescribed, etc. It is a rare and sophisticated patient who will challenge such professional decisions or raise in advance questions about price, especially when the ailment is regarded as serious.

This is particularly significant in relation to hospital care. The physician must certify the need for hospitalization, determine what procedures will be performed and announce when the patient may be discharged. The patient may be consulted about some of these decisions, but in the main it is the

doctor's judgements that are final. Little wonder then that in the eyes of the hospital it is the physician who is the real "consumer." As a consequence, the medical staff represents the "power centre" in hospital policy and decisionmaking, not the administration.

Although usually there are in this situation four identifiable participants – the physician, the hospital, the patient, and the payer – the physician makes the essential decisions for all of them. The hospital becomes an extension of the physician; the payer generally meets most of the bonafide, a bill generated by the physician/hospital; and for the most part the patient plays a passive role. In routine or minor illnesses, or just plain worries, the patient's options are, of course, much greater with respect to use and price. In illnesses that are of some significance, however, such choices tend to evaporate or away: DISAPPEAR "my despair evaporated J. F. Wharton", and it is for these illnesses that the bulk of the health-care dollar is spent. We estimate that about 75-80 percent of health-care expenditures are determined by ■physicians, not patients. For this reason, economy measures directed at patients or the general public are relatively ineffective.

(c) Write a précis and give appropriate title to the passage given below.

(5 Marks)

When Martin Luther King, Jr. was in high school, he won an oratorical contest sponsored by the Negro Elks. He and a beloved teacher were returning home in triumph, riding on a bus, when some white passengers got on. The white bus driver ordered King and his teacher to give up their seats, and cursed them. King wanted to stay seated, but his teacher urged him to obey the law. They had to stand in the aisle for the 90 miles back to Atlanta. "That night will never leave my memory," King told an interviewer, decades later. "It was the angriest I have ever been in my life." And King is an example of someone who showed a kind of genius for turning that emotion into positive action. "My father was extremely angry from that incident. So much so that he expressed it later on by saying that he came very dangerously close, at that particular time, to hating all white people," says Bernice King, who now runs The King Center in Atlanta. As he grew older, and went to college and theological school, Martin Luther King, Jr. realized that non-violent resistance offered a way to channel anger into positive forms of protest. "If you internalize anger, and you don't find a channel, it can destroy you," she says. "That's why when Daddy reiterated, 'Hate is too great a burden to bear,' he knew it was corrosive and erosive." Though King became an icon of non-violence and peace, he also inwardly wrestled with anger and, at times, would snap at those he loved. Looking at how King dealt with anger reveals its dual nature—how it can be a motivating force for change, while also containing the potential for destruction.

Question 2

(2 marks)

(A) Define the term communication and Distinguish between General English and Business English?

(B) Write essentials of oral communication?

(2 marks)

(b) i. choose the word which best expresses the meaning of the given word.

(10 marks)

1. Pilferage

(a) congratulated

(b) crime

(c) fancy

(d) excite

2. Hagggle

(a) postpone

(b) accept

(c) bargain

(d) reject

3. Largesse

(a) Hindrance

(b) kindness

(c) malevolence

(d) cruelty

4. Wreak

(a) to twist

(b) to sweat

(c) to inflict

(d) to grasp

5. Augury

(a) dispute

(b) altar

(c) refuge

(d) omen

6. Abeyance

(a) Suspension

(b) Persistence

(c) Continuation

(d) Rigid

7. **Yokel**

- (a) Intrigue (b) Simple-minded (c) Victorious (d) Noise

8. **Acumen**

- (a) Abundance (b) Bitterness (c) Deficit (d) Quickness of insight

9 . **Nascent**

- (a) Initial (b) Unpleasant (c) Latest (d) Crude

10. **Perspicacious**

- (a) Bad (b) Clear (c) Hazy (d) Shrewd

ii. **select a suitable antonym for the word given in question.**

(10 marks)

1. **Morbid**

- (a) Healthy (b) Liberal (c) Progressive (d) Stale

2. **Profane**

- (a) Beautiful (b) Sacred (c) Glorious (d) Insane

3. **Brazen**

- (a) shy (b) generous (c) insolent (d) bold

4. **Anomalous**

- (a) Usual (b) Connected (c) Vicious (d) Capacious

5. Preposterous

- (a) Apologetic (b) Credible (c) Conceited (d) Complacent

6. Puissance

- (a) Repudiation (b) Impotence (c) Approbation (d) Ignorance

7. Deleterious

- (a) Inclusive (b) Impulsive (c) Pathetic (d) Salubrious

8. Jocose

- (a) Diseased (b) Playful (c) Dull (d) Humorous

9. Sapient

- (a) Hunched (b)strong (c) simple (d) simian

10. Dissuade

- (a)Encourage (b)intrigue (c) trigger (d) tarnish

iii. change the following sentence to indirect speech :

(10 marks)

1. The gentleman said, "Where is the market?"
2. Soni said to Dhiraj, "Let him come, then we shall see."
3. He said, "I hardly have time to attend any party."
4. "I don't know the way. Do you?" She asked.
5. She said, "He works in a bank."

6. He said, "I'm coming!"
7. She said, "We went out last night."
8. Neeraj said, "I was waiting for the bus when he arrived."
9. Mother said, "You should go to bed early."
10. His father said, "Go to your room and study."

iv .change the following sentence to direct speech.

(10 marks)

1. The little girl asked her mother if the sun rose in the East.
2. The man emphatically refused to confers guilt.
3. Nita ordered her servant to bring her cup of tea.
4. my cousin said that her room-mate snored throughout the night.
5. She begged me not to go away.
6. She told her friend that she knew where was everyone.
7. She said that her brother was getting married.
8. The teacher said that nobody could solve the problem.
9. Gokul asked Sumit why he had not attended the meeting the day before.
10. The Times of India said that it was not responsible for any error.

Question 3

(a) Differentiate between vertical and star network?

(3 Marks)

(b) What are the different type of formal communication?

(3 Marks)

(c) Choose the word which best expresses the meaning of the given idiom:

(10 Marks)

1) By leaps and bounds

- (a) very slow (b) very fast (c) in details (d) aimlessly

2) To cry wolf

- (a) To refer to (b) To emphasise (c) To have no result (d) To give false alarm

3) A turn coat

- (a) One who changes one's opinion or party (b) A wet coat
(c) A poor man (d) Man of principal

4) In the mire one day.

- (a) to be punished (b) To be imprisoned (c) To be insulted (d) to be in trouble

5) A second fiddle to the minister.

- (a) To extend a helping hand
- (b) To play a secondary role.
- (c) To be guiding person.
- (d) To be facilitator

6) To catch a tartar

- (a) to trap wanted criminal with great difficulty
- (b) to catch a dangerous person
- (c) to meet with disaster
- (d) to deal with a person who is more than one's match

7) To pick holes

- (a) To find some reason to quarrel
- (b) To destroy something
- (c) To criticize someone
- (d) To cut some part of an item

8) To leave someone in the lurch

- a) to come to compromise with someone
- b) constant source of annoyance to someone
- c) to put someone at ease
- d) to desert someone in his difficulties

9) To set one's face against

- a) To oppose with determination
- b) To judge by appearance
- c) To get out of difficulty
- d) To look at one steadily

10) to have an axe to grind

- a) A private end to serve
- b) to fail to arouse interest
- c) to have no result
- d) to work for both side

D) State which of the following sentences are compound and which are complex. In the case of a compound sentence, separate the coordinate clauses and mention the conjunction. If the sentence is complex, divide it into its clauses and state the principal clause and the subordinate clause. (10 marks)

1. Donald took out his pen and started writing.

2. The town in which I live is very large.
3. This is the house that Jack built.
4. The Commons passed the bill, but the Lords threw it out.
5. My heart leaps up when I behold a rainbow in the sky.
6. God made the country and man made the town.
7. She must weep or she will die.
8. He must have done his duty, for he is a conscientious man.
9. Where ignorance is bliss, it is folly to be wise.
10. I went because I was invited.

Question 4

Write an article on the following topics: Social Media bad for Youth (5 Marks)

OR

As a member of the finance team of a Pharma company, you have been asked to compile a report justifying the downfall in the turnover/sales target in the last quarter for certain drugs/medicines. The report needs to be submitted to higher authorities with details, data and figures.

Question 5 (5 Marks)

You are purchase manager of a company. You had ordered a 100 units of a product from a company in Mumbai. While checking, the consignment was found to be poor in quality. Write a complaint letter to the Sales Manager to replace the order.

OR

Write a mail to prospective clients, introducing your organization and informing about the products/services offered by your company

Question 6

Write a chronological resume, applying for industrial training in an organization. (5 Marks)