

*[Answer any five of the following questions. Marks for each question are shown in the right margin]*

1. *Attempt the following:* 5+5=10
  - a) As a director, write a memo to all the staff of the Accounts and Finance Division of IIUC to work for extra hours before semester vacation. The memo should also reach the VC, Pro-VC & Registrar of IIUC.
  - b) As a sales officer of a book publisher in Dhaka, write a letter to promote the sale of a new book on English Grammar suitable for secondary and higher secondary levels of students.
2. A retailer of Chittagong has not paid tk. 50,000 to a super bazaar in Dhaka for the supply of 1000 kilos of wheat. The amount has been outstanding for the last 1 year. As the credit manager of the super bazaar write collection letters (1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> and final reminders) to the retailer. 10
3. *Answer the following:* 5+5= 10
  - a. Suppose on your recent visit to a restaurant, you have received a poor service from one of the staff of the restaurant. Draft a letter of complaint to the manager of the restaurant.
  - b. As the manager of the restaurant, reply to the complaint.
4. As the concerned officer of IIUC central library, you have ordered 100 books. When the books arrive, you find neither in binding nor in printing do the books conform to the samples you had approved. Write a claim letter demanding their replacement. 10
5. In reply to the claim in the question no. 4, draft an adjustment letter as the manager of the bookshop in Dhaka, accepting replacement. 10

*Attempt the following:* 5+5= 10

  - a) As a purchase officer of PPD, IIUC, order for the supply 50 monitors you like to buy for the Computer lab of ELL on credit to a reputed computer supplier.
  - b) As a manager of the supplier, reply to the aboveletter, refusing the credit.
6. *Attempt the following:* 4+6= 10
  - a) As the admin officer of DELL, prepare a *notice* asked by the Chairman of the department to be circulated among the teachers as the members of the departmental academic committee for a meeting to be held at the Dept. office on 15 October, 2018 at 12:00 p.m., giving agenda on:  
*Confirmation of the minutes of the last meeting, formation of syllabus committee, distribution of responsibilities to collect syllabuses from other leading universities of home and abroad, formation of subcommittees according to the areas of expertise, collection of suggestions from other teachers and external experts, formation of new syllabus by the syllabus committee & submission to the academic committee.*
  - b) Assuming you as the admin officer in attendance in the meeting, prepare the minutes of the above agenda.
7. Answer the following advertisement. Consider for the purpose of this exercise that you have the qualifications. 10

*A famous college in Chattagram requires lecturers in English. Candidates should have Honours and Masters in English from any reputed university with at least CGPA 3 out of 4 or 4 out of 5 along with about 2 years' teaching experience in any institution. Age should not exceed 30 years. Attractive salary commensurate with age and experience will be offered. Other benefits include provident fund, gratuity, bonus and allowances. Apply along with CV, all certificates, 2 copies of photograph on or before 30 October, 2018 to the Principal of the college.*