

Day & Date	Part	Subject Name	Time	Code	Marks
Wednesday 03/10/2018	II Repeater	English (For English Medium)	10:30 AM To 01:30 PM	1201	100

**Instruction:**                      **Question No. 1 is Compulsory**  
**From Question 2 to Question 6 Answer any 4**

**1. A) Read the following passage and answer the questions: (20)**

The Government is taking seriously the issue of road safety and is committed to reducing the number of people killed in accidents. Forums are being conducted regularly to bring law-makers, law enforcement officers and road users together to discuss ways to tackle the rise in road accidents. Everyone agrees that more needs to be done on road safety in its determination to curb the rate of road accidents in the country. The Government, with the cooperation of relevant agencies, is making serious efforts to instill proper road culture in children, young adults and the public in general.

There are approximately 14 million cars on the road with the figure on the rise and the traffic police have been taking a tough stance on traffic offenders. During the first 10 months of the year, the traffic police issued 143,077 summonses to motorists for traffic light related offences. Statistics reveal that traffic light related offences are on the rise, especially in the urban areas. The traffic police, however, have taken a tough stance against traffic light defaulters by slapping hefty fines and 'awarding' demerit points to the offenders. Typical reasons cited for beating traffic lights include rushing to an urgent appointment or even worse to be completely oblivious of the changing of the lights.

If an accident results from the violation of the traffic regulations, the driver could very well find himself in court charged with dangerous driving. Usual punishments include a fine, a ban on driving for a specified time and may even be a prison sentence. Sometimes, the court may even order to pay out compensation if death occurs as a result of the accident.

One common misconception held by motorists is that when the light turns amber, they should speed up and clear the junction before the light turns red. But in fact, the amber light indicates that the motorist should slow down in order to stop. By following and understanding the guideline, unintentional traffic light beating will almost be improbable, while making the road safer for everyone else.

Sometimes, motorists are flagged down by the police because they could have committed one traffic offence or another. The most common are speeding, using the hand phone without a hands-free kit, using the emergency lane or reckless driving. If flagged down, indicate your intention by using your indicator and pull over to the side and at night switch on your cabin lights. This will allow the police officer to look into your car easily. Also, voluntarily turning on the light will show that you have nothing to hide.

Usually at road blocks, for every 10 plain-clothes police officers, there would be two uniformed police personnel manning the operation. If you are stopped by uniformed police officers while driving, stop the car and wind down your window. If the police ask for your document, request to see their identifications first. You have the right to know the offence you have committed by asking the police officers. Produce your identity card and driver's license and wait to collect your summons.

If you are flagged down by persons claiming to be plain-clothes police officers, do not stop. Plain-clothes police officers do not have the authority to stop you. Drive to the nearest police station and lodge a report.

#### **Questions:**

1. Give an example how the government attempts to reduce road accidents in the country. 2
2. Give one reason why motorists beat traffic light. 1
3. What action have the traffic police taken against traffic light offender? 1
4. Give one common misconception about traffic lights. 1
5. Give two examples of what a motorist should do when flagged down by a police officer? 2
6. According to the writer, how are road blocks manned? 1
7. What should a motorist do when 2
  - a) a police officer asked for your documents?
  - b) a plain-clothes police officer flagged you down?



**B) Match the words with their meanings:**

**(05)**

A	B
a) Forums	Connected
b) Relevant	Posture
c) Stance	Payment
d) Dangerous	Meetings
e) Compensation	Threatening

**C) State whether the following statements are True or False:**

**(05)**

1. The attitude of the Government to road safety is casual
2. The punishments for violation of traffic regulation are light
3. Amber light indicates that the motorist should speed up
4. You have the right to question the police officers who stop you
5. Voluntary turning on the light shows that the motorist has nothing to hide

**2. a) What are the 4Cs of Credit information? Write in detail about any two** **(10)**

**OR**

a) You have been asked about the credit standing of a partnership firm which has bought from you on credit for 8 years. There has been a recent change in the constitution of partnership and this has led to some lowering of their credit reputation and you have tightened your credit facilities to the firm. Draft a suitable confidential reply to the enquiry.

**b) Explain the collection series** **(10)**

**OR**

b) Messrs. D'souza & Co. have not paid their bill of Rs. 50,000 although several reminders have been sent. Write to them to ask whether they have any complaint about your products or services.

**3. Draft the minutes of the Meeting of the Board of Directors of Tata Engineering and Locomotive Co. Ltd Bombay House, 24, Homi Modi Street, Churchgate, Mumbai which was held on 15<sup>th</sup> March 2018 at 5 pm. The following agenda was discussed.**

**(20)**

- a) To confirm the minutes of the last meeting
- b) To grant leave of absence of Mr. J.K. Shah and Mrs. Sheetal Salve
- c) To provide list of accounts for payment and sign the cheques for payment
- d) To approve transfer and transmission of shares
- e) To put the proposal to appoint Swifhland Fans Mfg. Ltd as agent in Mumbai
- f) To fix the date of the next meeting

**4. Write any TWO letters (20)**

- a) Write a leave note for getting study leave for a month on account of your approaching MBA distance learning exams.
- b) Write a letter of resignation addressed to the CEO, Zarina Plastics (Pvt.) Ltd.
- c) Write an offer letter giving details of salary and terms and conditions of service to Ms. Shahana Roy who has been selected for the post of Senior Accountant.

**5. Write an application for the post of a Telemarketing Executive in a company dealing with Electronic Products. Give full details of your academic, personal and professional profiles in your C.V. (20)**

**6. A) Read the following passage and write a summary: (20)**

Organizations are trying to redefine their role and mission in society. Many organizations have found their purpose in society as a service to community and the effort is to provide an improved quality of service, irrespective of whether it is a manufacturing organization or a service organization. The emphasis is on a better understanding of people and their behavior, and caring more for them and their needs.

Research studies emphasize the fact that what customers want is personalized service. The personal touch is considered a high priority for enhancing customer satisfaction. several executives of America's largest companies have said, in a survey, that how much an airlines cares about its customers is as important to them as prompt baggage delivery and efficient check-in.

Several companies have started revamping their hiring and pay practices. They now try to compensate their employees on the basis of how well they have served their customers. They inspire their employees with 'service ethic' and they believe in the fact that contented employees make for better-served customers. There appears to be a direct relation between customer retention and employee retention. Satisfied and well-served customers not only lead to higher profits but also to enhanced employee retention and lower costs of training since good employees stick around longer.