

SAMPLE ANSWERS

UNIT-2

Lesson-1

Answer no. 1

The reasons that are responsible for creating strong impressions on the letters written by a company are as follows:

First, letters are highly personalised messages, for they single out a special reader and usually a letter is written by a single writer not a team.

Second, they have the more formal effect than most face to face communication.

Third, they receive the added impetus of the printed word, and they have the quality of performance.



Answer no. 2

The primary purpose of writing a business letter is to inform others and fulfil a certain need.

Answer no. 3

- (1) A sales promotion letter designed to create interest in any product or service.
- (2) Letters of inquiry, asking about the cost or availability of a product, requesting advice for solving a problem, soliciting comments about a job applicant, and so on.
- (3) Complaint letters written to complain about disappointing service or faulty products, and to request adjustment.
- (4) Letters of recommendations for friends, fellow workers or past employees.
- (5) General business letters describing progress on a project, requesting assistance, ordering parts or tools, confirming meeting times and so on.

These are only five types of letter that I might write on any work day.

Answer no. 4

- a. Should not be used in writing a letter. Instead of the whole phrase: 'Please be advised that my new telephone number is 606263', the writer should only write: **My new telephone number is 606263.**
- b. This sentence is appropriate for writing a letter.
- c. Should not be used. The revised one is: **I shall see you soon.**

- d. Instead of the phrase 'as per your order' one should write: We shall carry our duties **as you ordered**.

Answer no. 5

As you plan, write, and revise a letter, you ask yourself these following questions:

- A. What purpose do I wish to achieve (get a job, file a complaint, ask for an answer or inquiry, give instructions, share good news, share bad news)?
- B. What facts does any reader know (dates, cost, model numbers, enclosures, measurements, other details)?
- C. To whom am I writing? (reader's name?, or title?, write to a person not a title).
- D. What is my relationship with my reader? (Is he an employer?, employee?, a person asking for favour? Customer asking for refund? An associate, a stranger?)

Lesson-2

Answer no. 1

The good structure of all communications is to have an-Introduction-body-conclusion section of information.



Answer no. 2

There are six standard parts of a letter. They are in order from top to bottom such as:

heading
inside address
salutation
the text (Introduction-body-conclusion)
complimentary close
and signature.

Answer no. 3

The specialised parts of a business letter are as follows:

Attention line
Subject line
Typists' Initials
Enclosure Notation
Distribution Notation
Post Script.

No, Normally a letter does not need all of the above parts. How many specialised parts a letter needs depend on the type of letter and on reader's needs.

Answer no. 4

Post Script

A Post Script is usually given if the writer wants to draw the attention of the reader to a particular point he wants to emphasise. The writer may use a Post Script to add a personal note. We use the Post Script in a letter two spaces below any other notation such as after Enclosure:

Encl.:

**P.S. You will appreciate the class of hospitality we offer
in the hotel.**

We should use the Post Script sparingly in our Professional Communication.

UNIT-3

Lesson-1 Good News Letters

ACTIVITY 1

Good News Letters are those letters which carry messages for the reader which are either good or neutral for the reader, but not bad. These messages generally please the reader.



ACTIVITY 2

Letters with the following messages can be considered as Good News Letters:

- consignment ready for shipment
- getting an appointment
- job confirmation
- pay rise
- tender accepted
- winning an international contract
- membership accepted
- offering new positions, etc.

ACTIVITY 3

Situation 2

Ms. Ayesha Amin

Dear Ms. Amin

Here is a good news for you. Your bag is safe with us and you can collect it any time from our Station Road counter.

Situation 3

Dear Ms. Ahmed

You will be pleased to know that the **Book of Knowledge** has just arrived. It will be reserved for you for a week only.

Situation 4

Dear Imran

Thank you for suggesting that you should give my name as a character - reference when applying for a job. You are most welcome to do so.

NOTE:

You may write these introductory sentences in many other ways. But show your work to your tutor.

ACTIVITY 4

**GREENWAYS BANK LTD.
DHAKA**

Mr. Sharookh Khan
36 Sukrabad
Dhaka-1207

Dear Sir,

Thank you for showing interest in our banking system. Here is the information you asked for.

- Banking hours for public transactions:
Saturday to Wednesday - 9:30 - 3:00
Thursday - 9:30 - 11:00
- Collection charges for cheques and bills on our branches:
Cheques - 1.20% with a minimum of 0.50 Taka documentary bills - 1.25% with a minimum of Tk. 1.00 which include postage and *out-of-pocket expense*.^{*} We have, besides, agents and correspondents at various important foreign centres for collection of foreign bills and cheques, and are in a position to handle your collection business at reasonable rates.
- As for our branches, we have enclosed the latest list of our branches.

A copy of the schedule of Terms and Conditions governing various types of accounts and facilities in our office is also enclosed.

We hope to serve you better for we care for our clients.

ACTIVITY 5

Three different endings of a good news letter.

- (a) In reply to a business colleague asking for information on reducing operating expenses:
It has been a pleasure to assist you. If you have further questions please write to me.
- (b) Thanking a client for opening an account with a particular bank.

* Expenses made from the pocket but without any documents/record to get your bills passed.

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This is now your bank. Please feel free to call on us at any time for additional information that may assist you in planning your savings programme.

(c) Letter to a share holder inviting him to join the Board of Directors.

The Chairman, Mr. Saleh Matin would welcome an opportunity of discussing this matter with you. Could you please give us an appointment.

ACTIVITY 6

A letter giving credit information.

**MIRZA ABU AND SONS LTD.
DAMPARA, CHITTAGONG**

M/S. Ali Metal Works Ltd.
Enayet Bazar
Chittagong

Gentlemen,

Here is the information you asked for.

M/s, Najma Metal Works Ltd. Moghultuly, Chittagong are a well established firm who enjoy a good reputation. We have done business with them for many years and have found them efficient and reliable.

We would personally not hesitate to allow them credit in excess of the amount you mention.

Though this information is given with all sincerity, yet we request you to treat it in strict confidence, and without any responsibility on our part.

Yours faithfully,

Abdul Karim
Manager

Lesson-3 Letters of Good Relations — Samples

ACTIVITY - 1

1. Letters of good relations or goodwill letters can be of several types depending on the occasion for which it is written. The following can be considered as LGR: Letters of



- Congratulation
- Appreciation/Thank you letters
- Sympathy
- Welcome, and
- Farewell

Instead of a letter, a card can also be sent on all the occasions mentioned above, e.g. New year's card, Happy Birthday Card, Thank you Card, good Luck Card, etc.

2. Letters of congratulation may be written to a business associate, client or colleague when he/she achieves something great in business or personal life.

Business occasions on which LGR may be written are:

- promotions
- elections to office
- honours
- new partnership
- getting remarkable contracts
- opening new office / plants
- company anniversaries, etc.

Personal occasions for writing LGR are:

- marriage
- births
- graduations / academic feats
- athletic feats
- winning awards and prizes

3. While writing letters of congratulation we must bear in mind the following points:

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- congratulations must sound warm and enthusiastic
- the letter must not appear stiff and formal
- give specific reasons for congratulating, and finally
- be prompt in congratulating

ACTIVITY - 2

1. Letter of congratulation to Mr. Afazud Dowla, President, Dhaka Chamber of Commerce and Industries (DCCI)

**MUKTI SOAP FACTORY
BOARD BAZAR
GAZIPUR**

21 September 1995

Dear Mr. Dowla,

Congratulations on your winning such a tough competition in the recent DCCI elections! We welcome you as the new elected President of DCCI.

We felt at the outset that you stand a fair chance in winning this election, and that's what has exactly happened. Your sincerity and dedication to your profession have won you a place which for surpasses that of your nearest rival. Your leadership quality is really praise worthy.

We hope you will be able to lead DCCI to its cherished goal. We are ready to extend all possible support when you need it.

Good luck for a smooth and successful running of your tenure of presidentship.

Yours sincerely,

Rezaul Karim
Director

2. CONGRATULATIONS CARD

Dear Asheq,
Congratulations on your winning the national championship trophy in lawn tennis.
That was great! Keep it up.
Best wishes,

Masud

3. CONGRATULATIONS CARD

Dear Mr. Sharif,
Congratulations on your opening a new branch at Meera Bazar, Sylhet.
Your Bank is running fast to reach the customers at their door steps. That's great!
Good luck for your new branch.

Yours sincerely,

R. Masud

4. CONGRATULATIONS CARD

Dear Shamim,
Congratulations on your getting married. Thank you for inviting me, but I'm afraid, I won't be able to attend your party. I'll be home on vacation.
I'll be glad to see you with your husband.
Best of luck for a very happy married life.

Yours sincerely,

(John Whitehead)

NOTE: Your answers may be different. Show your work to your tutor.

ACTIVITY - 3

Letter of Appreciation

Bangladesh Agricultural Development Corporation
(BADC)
Motijheel, Dhaka

10 September, 1995

Mr. B. Salam
Administrative Officer
Regional Office (Irrigation)
BADC, Bogra

Dear Mr. Salam,

Thank you for making my three day tour in Bogra comfortable and successful. It was so kind of you to have made special arrangements for my food and accommodation.

I do appreciate your thoughtfulness and sincerity of service. Everybody here speaks highly of your hospitality. So call on me when you are in Dhaka.

Yours sincerely,

Matiur Rahman

ACTIVITY - 4

Letter of sympathy

To a business associate who has suffered a serious loss in business.

**NABARUN TRADERS
MAHAKHALI, DHAKA**

22 August, 1995

Dear Mr. Selim,

We were shocked to hear about your misfortune. A net loss of Tk. 50,00,000 is indeed hard to bear. so please accept our deepest sympathy.

You are so hard working that you built your own fortune. Your flying to the Middle East, earning and sending foreign currency, was all just your work.

And when you were investing capital on a business that is going to open up employment opportunities for hundreds of people, your working partner betrayed you utterly. That is very unfortunate.

We wish people had responded more to the prick of conscience. Everybody should remember the moral:

"Do Unto Others As You Would
Have Them Done To You."

We hope and pray you will be able to overcome this loss and consider this as a valuable experience in life.

We are sure you will be able to reach your goals.

Best of luck for a fresh start in your Fish Processing Project.

Yours sincerely,

Amir Hossain
Proprietor

ACTIVITY - 5

Read the examples and write a letter of sympathy on your own. Then show your work to your tutor.

ACTIVITY - 6

A Letter of Welcome

<p>LIMBO ORY CLEANERS 73 KAKRAIL DHAKA</p>
<p>20 June, 1995</p>
<p>Mr. Faisal Khan 95 Kakrail Dhaka</p>
<p>Dear Mr. Khan,</p> <p>It is a pleasure to have you in our neighbourhood. We welcome you and wish you a long and happy stay in our midst.</p> <p>We are here for the last 25 years, serving the people of this area and those leaving far and away. Not a single customer has ever complained about our service.</p> <p>If you feel your rare and expensive collections in the wardrobe need cleaning up, call on us. We will wash your clothes dry and deliver them fresh and clean, as if just bought.</p> <p>We care for your satisfaction. Come and try our service. We are sure, once you wash your clothes here you would choose to be our permanent customer.</p> <p>Best wishes.</p> <p>Yours sincerely,</p> <p>Iqbal Mahmud Manager</p>

ACTIVITY - 7

Write the letter of welcome yourself and show it to your tutor.

ACTIVITY - 8

Read the examples and write the letter yourself. Show your work to your tutor.

Lesson-4 Inquiry Letters

ACTIVITY - 1

Basic of writing letters of inquiry

Letters of Inquiry occupy a large volume of the daily business correspondence. These letters are very important because they ask for information or make requests necessary for carrying on normal business. These letters should be direct, polite and to the point.

One thing important about these letters is that to make your reader respond promptly, include **reader benefits**. Tell the reader how s/he will benefit by responding to it promptly. If you cannot promise any tangible gains, tell the reader s/he will be remembered specially for this, or thank her/him, or promise to be of help in similar situations.

The letter should begin by simply stating the request, e.g.

- Could you please tell us
- We should be glad to receive details of your pieces ..., or
- We would be glad if you send us

If you are requesting for more than one item information, then number each of your items.

The inquiry letter must end with a positive note so that the reader is motivated to take immediate action.

Include reader benefits in your conclusion e.g.

- Your co-operation will be highly acknowledged.
- By filling in this form you will be helping your children have the special food they want.

ACTIVITY - 2

Types of Letters of Inquiry

1. There are three types of Letters of Inquiry:

- letters of general inquiries
- letters of sales related inquiries
- letters of status inquiries

Letters of General Inquiries ask for information required for private or business research purposes.

Letters of sales related Inquiries ask for information regarding a product or service which the writer has already purchased or is going to purchase.



Letter of status related Inquiries ask for information regarding the financial position, credit reputation and business methods of traders and different commercial firms.

ACTIVITY - 2

2(a). Write a letter of general inquiry and show it to your tutor.

2(b). letter of sales related Inquiry

Inquiry for marketing packet spices in a new area.

<p>GRIHINI Departmental Stores Kulaura, Maulvi Bazar</p>	<p>26 September, 1995</p>
<p>Messrs Raj Spices Board Bazar Gazipur</p>	
<p>Gentlemen,</p>	
<p>We have seen your products at the Trade Fair in Dhaka. We are eager to market your spices here in Kulaura, Maulvi Bazar, but we would request you to give us the sole agency.</p>	
<p>As you know, we have departmental stores in Sylhet, Maulvi Bazar, Habiganj and Sunamganj districts.</p>	
<p>We have sole agency of a couple of other products too. If you are interested in my offer, then could you please send us your price list and terms of reference.</p>	
<p>Your prompt response will help you expand your business.</p>	
<p>We are looking forward to hearing from you soon.</p>	
<p>Yours sincerely,</p>	
<p>Ali Hossain Khan Proprietor</p>	

ACTIVITY - 2

2(c). Letter of status related Inquiry

**MEHNAZ CERAMIC INDUSTRIES
HATHAZARI, CHITTAGONG**

7 August, 1995

Messrs Ali Brothers & Co. Ltd.
Nawabganj, Dhaka

Gentlemen,

Messrs Yusuf and Sons of your area have mentioned your name as reference. They have applied for sole dealership in our ceramic goods for your area, Nawabganj.

Do you mind telling us about your

- relationship with this company,
- how far you are satisfied with them, and
- whether they are safe with a credit of up to Tk. 5,000.00.
- are they prompt in their payment?

Any information you give us will be treated in strict confidence. If you need help in a similar situation, we would be pleased to reciprocate.

Thank you.

Yours faithfully,

Raihan Sobhan

NOTE: Your letters may be different from those you find here.
Nevertheless, show your work to your tutor.

Lesson-5 Replying Letters of Inquiry

ACTIVITY - 1



**JAMUNA FANS LTD.
GAZIPUR**

8 June 1995

Mr. Tarek Hassan
Purchase Officer
National Institute of Media Communication
Dhaka

Dear Sir,

We thank you for your order of 21 May, but regret very much that because of the exceptional and prolonged heat this summer, we are at present out of stock of the design of fans you ordered for. As per the production schedule we will have further supply by the end of this month.

If you could wait until then we would ensure prompt delivery of the fifteen fans you need.

We are indeed sorry that we cannot meet your present order immediately.

Yours truly,

Arbab Hussain
Sales Manager

ACTIVITY - 2

**MEHAR INDUSTRIES LTD.
TEJGAON, DHAKA**

10 March 1995

Mr. Akhlakur Rahman
Director Media
Bangladesh Open University
Gazipur

Dear Mr. Ali,

Thank you very much for ordering for ten sets of NIKKON 24" colour TV with remote control for your office and the Schools.

We have just produced a great bulk for our retailers in different parts of the country, and can send you your required number without affecting normal distribution.

Before we send you the goods we would like to know two things:

- how would you like your goods to be delivered? Would you like us to send them to you, or would you collect them yourself?
- how soon would you like delivery of your goods: one week, ten days, a month, or even later?

You can write to us or confirm over the phone. We would be glad to serve you to your satisfaction.

We hope you will be pleased with our goods and look forward to further orders from you.

Yours truly,

Shafi Kamal
Sales Manager

Lesson-6 Promotional Letters

ACTIVITY - 1



(a) Inducing customers to buy apartments.

**Building Technology & Ideas Ltd.
52 New Eskaton Road, Dhaka**

Dear sir,

At BTI we prefer to let our clients speak for us —

I went to BTI for an apartment and they gave me a Home! I must say, BTI is the Developer with a difference.

— Fazlul Karim
Owner of Apt. # B-1
Scenic Villa 4

I found BTI unique as a Developer they understand exactly what their Patron's requirements are and they really care.

— Mahmura Habib
Owner of Apt. # A-3
Legacy Apartments

Since the day I came to BTI's office looking for an apartment, I knew that I was taking the right decision. I am totally satisfied with their service.

— Nilufar Banu Lily
Owner of Apt. # A-9
Vantage Tower

Apartments

I came to BTI for an apartment of my choice and they gave me the best. Truly, for BTI, Quality comes first!

— Fahmuda Karim
Owner of Apt. # B-3
Metro Apartments

If you want to join this group and be the proud owner of a HOME of your choice, give us a call. We'll be there to help you find one.

(b) Introducing a new washing powder for crockery and utensils.

Dear Madam,

When Cinderella worked the fairy was there to help her. And when you go to the sink to wash a huge pile of pots and pans, don't you wish there was a fairy to help you too? For she can do in a minute what you can do in hours. Yes, we have put on the market CHAMAK WASHING POWDER, Your fairy in the dark with a magic wand in hand.

ACTIVITY-2

(a) Closing paragraph of a letter introducing a new book on Business English.

If you are interested to have copy of this book, then order today. Get your copy before you wait for a reprint. You will never regret having bought it, for you need it, a commerce student or a business person.

(b) Closing paragraph of a letter introducing a new brand of cough syrup.

As a careful mother/house wife you will certainly like to keep a bottle of NEXALIN COUGH SYRUP at home. If you sign the order form and send it to us by November 30, you will enjoy a special discount of 15%.

NOTE:

Your answers could be different. Show your work to your tutor.

UNIT-4

Lesson-1

ACTIVITY - 1

Answer no. 1



An indirect plan usually makes readers tolerant of bad news or more receptive to the writer's argument. The rule is very simple: the writer must always give explanation before stating the decision or refusal.

Answer no. 2

I shall select 'B' as it does not sound offensive.

ACTIVITY - 2

**PACIFIC TILES AND FITTINGS
G-2 BLOCK-C BANANI, DHAKA**

August 24, 1995

Mr. Miran Mannan
6, Baridhara, Dhaka

Dear Mr. Mannan,

We all feel deeply for our customers at Pacific Tiles and Fittings and make it a policy to respond to all questions and claims from them. When we received your letter stating, your floor tiles were cracked in some places, we sent our representative to have a look.

Well, after careful examination our representative found few tiles cracked, and the containers were torn as well.

It appears that the boxes must have fallen from the lorry while being taken to your house. Because while we delivered the boxes to you, those were in perfect condition and we are positive, — the boxes were not damaged while in our possession.

Therefore, the responsibility for damages rests with either the driver of your lorry, or the people who were unloading those boxes from the lorry inside your campus.

Continued to next page

Mr. Mannan 24/8/95 Page 2

Therefore, we cannot take the responsibility of replacing those broken tiles. If there is any other way we can be of help to you please give us a call.

Sincerely yours,

NASIM AHSAN
for Pacific Tiles of Fittings

NA/pk

ACTIVITY - 3

You can write the same letter given as example in this Lesson no. 1 on Page no. 9 (Unit 4) written by the Sales Manager of Gemini Sisters & Brothers Ltd.

Lesson-2

ACTIVITY - 1



EASTERN TECHNOLOGIES INC.

20, Fuller Street, Chittagong

September 20, 1995

Mrs. Anisha Choudhury
Road no. 2, Sector - 1
Mitra Model Town
Dhaka-1000

Dear Mrs. Choudhury,

We have just heard with profound regret of your son Mr. Anupam's (Director Finance) death from one of our office staff. We extend our deepest sympathy to you.

His untimely death is a great loss to our company. As you know, my wife and I enjoyed his friendship and hospitality on so many occasions that we feel his passing in a very personal sense. He will be missed by all who knew him.

We will always remember him as a diligent, valuable man. Please, give us a call whenever you need any help. I expect to be in Dhaka soon in a fortnight's time and hope to come and see you.

With kindest regards.

Yours sincerely,

NASIM AHSAN
Director Administration

ACTIVITY - 2

Answer no. 1

Take the sample letter given on page no. 13 written by the Director Personnel of BIDA (Bangladesh International Agency) as your answer.

Answer no. 2

Take the sample letter of resignation given on page no. 15 as your answer.

Answer no. 3

A letter of sympathy

BANGLA BASHI

September 5, 1995

Mr. Rafiqul Enam
Shah Lane, Narinda
Dhaka

Dear Mr. Enam,

We were in deep shock when we read the announcement of your wife's premature death in this morning's Times, and write to express our deepest sympathy to you.

We all admired her as a good and noble woman. We can comfort you with our feelings for her. Please don't hesitate to let us know if you need any help.

Yours sincerely,

BANGLA BASHI

HEDAYED HOSSAIN
MANAGING DIRECTOR

UNIT-6

Lesson-1

Topic 1-b

ACTIVITY 1

I am going to write to Mrs. Karim, who is coming to join my previous post of Lecturer as I have been promoted to the post of Assistant Professor in the School of Business of BOU. Now I know what he wants, he needs the report but is there anybody else to read it? No, because it's an instruction meant for him only.

What purpose do I want to achieve? I shall hand over my responsibilities in full detail especially mentioning the trouble I faced quite often. She is a non technical person. She is familiar with the university as she came to visit us before. But she should be informed about the inadequate books as teachers copy in the office room. I shall have to inform him by next week i.e., 17 the June 1995.



School of Business

TO : Mr. F. Karim, Lecturer
From : Ms. Tamara Zafar
Date : June 17, 1995

I would like to inform you that initially you might face problem in receiving your teacher's copy books as we have recently sent the requisition for more books. For the time being, please use our library. Please remind the suppliers for your required delivery after two or three days from today.

ACTIVITY 2

My primary reader is the Dean of the School of Business as he has requested for the report and he is going to make decision on the basis of my writing skill.

My secondary readers are the other lecturers, who will read and evaluate my report, and write recommendation note to the Dean of the School of Business to help him make the final decision.

I shall write the report for the Dean of School of Business as he is my primary reader, and I shall write it in non technical style in simple English as he is a non technical person, and prefers simple direct English Language.

Lesson-2

ACTIVITY 1

Each report be a formal or informal one must conform to the principles of communication such as: accuracy, brevity and clarity.

The good structure of all communications, (all reports) is to have on introduction-body-conclusion structure.

ACTIVITY 2

In writing the conclusion of any report I must tie up the whole information by summarising the main points in the report. I shall emphasise and evaluate the significance of the report in my conclusion section. I might as well include suggestion and recommendations for certain areas mentioned in the report.

UNIT - 7

Lesson-1

Answer no. 1

Informal reports are basically short reports that vary in length and arrangement. These are usually written for readers within and among organisations. Most often these informal reports are quickly prepared,

require no extended planning, and contain little background information. Also the informal reports are written without any supplements (abstract, title page, glossary appendix etc.) and can have a variety of formats. Usually they range in length from one sentence to several pages.

Example of an informal report: a memo describing an hourly or daily account of your work activities to your department.

Answer no. 2

A standard memo has a heading that names the organisation, identifies the sender, recipient, subject and date. Its text follows an introduction-body-conclusion structure. Yes, all memos follow a regular format.

Answer no. 3

Informal reports communicate precisely and rapidly in any one of these three formats: the memorandum format, the letter form, and the prepared format (where you just fill in information).

Answer no. 4

The advantages of prepared form of reports are as follows:

- a. Prepared forms provide clear guidance for recording data. If you can fill in the form correctly, you are sure to satisfy your readers' needs.
- b. In a prepared form identical categories of data are recorded in identical order, so it allows for rapid processing and tabulating of data. Also a prepared form maintains good standard in reporting from various sources.

Answer no. 5

A survey report is often used to examine the conditions that affect an organisation, or a company, or a firm (consumer preference, materials, available markets etc.)

Answer no. 6

Informal reports are usually written in any one of the three types of formats such as: memorandum, letter form and prepared format. Besides these there are other informal reports too which fit into none of the three categories and which are called miscellaneous reports. The writer has to create his/her own imaginative format for miscellaneous reports.

Lesson-2

Answer no. 1



The professionals in the organisations write formal reports whenever they find that their chosen topic requires lengthy discussion, research, interpretation, and proper organisation of the topic. As the memo is basically short (one sentence to few pages maybe) in length and arrangements, it is used only for in-house communication purpose.

Answer no. 2

Supplements, are reference items usually added to a long formal report or to a proposal to make the document more accessible to varied readers. If you are writing an extended technical report and your secondary readers are non technical persons then you have to add supplements like glossary, appendices, abstract in order to help the secondary readers grasp your information easily. In such supplements you have to give detailed explanation, definition to simplify technical concepts.

Answer no. 3

No, they don't, because different readers often use one report for different purposes. According to their needs readers can refer to one or more of the supplements or skip them altogether. Some look for an overview, some wants the abstract, or some are likely to focus on the appendices for supporting data (map, formulas, calculations).

Answer no. 4

A summary or informative abstract is a way of presenting the original formal report accurately and economically using fewest words. It is a short version of a longer report. Summaries are vital whenever people have no time to read in detail everything that crosses their tables.

Answer no. 5

The purpose of writing a letter of transmittal is to add a note of courtesy and personal remarks, or opinion about the formal report. You can also provide a list of people and organisations to whom you are indebted for help, advice or information.

Answer no. 6

Yes, all reports should follow the same principles of communication, having accuracy, brevity, and clarity in their expression.

Lesson-3

Answer no. 1

An outline is a simple list that keeps us on track while writing a report and allows for alternatives as we work. It is simply a tool, a sort of information map for the readers.



Answer no. 2

Report On A Visit To An Exhibition.

- I. INTRODUCTION
- II. INFORMATION (BODY)
 - A. Topic One
 - B. Topic Two
 - C. Topic Three
 - D. Topic Four
- III. CONCLUSIONS

Answer no. 3

These guidelines are meant for designing the format of formal reports.

Lesson-4



Answer no. 1

- a. N
- b. N
- c. T
- d. T
- e. N
- f. T
- g. N

Answer no. 2

An unidentified person aged about 50 died on the spot when hit by a local train at Mohakhali rail crossing in the city yesterday. The body was taken to Dhaka Medical College Hospital for autopsy. A case was filed with Gulshan Thana in this connection.

UNIT - 8

Lesson-1

Answer no. 1



Most meetings fall into one or more of the categories:

- to consult by giving or receiving advice
- to brief or review — such as giving a progress report on a project
- to make a decision
- to solve a problem
- to negotiate
- to generate creative ideas

Answer no. 2

Because committee meetings must be formally covered, so notices, that such meeting is to be held must be sent by secretary to all those who are entitled to receive it.

Notices are used by those at medium and higher levels to communicate to those at the lowest levels of the hierarchy. so notices are exclusively used for downward communication.

Answer no. 3. a.

STUDENT'S UNION

NOTICE & AGENDA OFA MEETING

A meeting of the Student's Union will be held at 4:30 p.m. on Thursday October 6, 1995, in the Common Room of Rokeya Hall.

1. Apologies for absence
2. Minutes of the last meeting
3. the cleaning of the entrance hall
4. Collection for the charity Programmes
5. the Winter Dinner
6. Any other business
7. Date of next meeting

MINUTES OF A MEETING OF STUDENT'S UNION

October 6, 1995, Common Room

Present : Mr. M. S. Khan (Chair), Mr. K. J. Roy, Mr. Mir Habib,
Ms. Shila Shireen, Ms. Shireen Sharmin, Md. Munir
Ahmed

1. A. K. Shamsuddin sent apologies for being absent
2. Minutes of last meeting

Action points: Mr. M. S. Khan reported implementation of night shift classes for Law students from October 16, 1995.

3. The cleaning of the entrance hall.

Ms. Shireen Sharmin raised the question of giving voluntary service by some member student's to clean the entrance of the hall.

Agreed: to give voluntary help and support by every one involved in the union.

Action: M. S. Khan

4. Collection for the charity programmes. M. S. Khan reported that all the collection of the charity programmes will be received by Mr. Mir Habib as being the treasurer.

Agreed: by all present in the meeting

5. The Winter Dinner

M. S. Khan proposed that the winter Dinner will be held on December 31, 1995.

Agreed: by all the members present.

6. Any other business (A.O.B)

None

7. Date of next meeting

November 30, Common Room.

Lesson - 2

Answer no. 1

Take the first topic explanation in Lesson-2 as your answer.



Answer no. 2

Auditors are professionals who conduct an independent examination of the accounting data presented by the business enterprise. If the auditor is satisfied that the financial statements (the balance sheet, the income statement, the statement of changes in financial position and the statement of changes in owner's or stock holders equity) represent the financial position and results of operations, then he expresses an opinion on the audited statements in the form of a written report.

Answer no. 3

We know that each organisation is an entity, having some system and techniques for implementing internal control to improve the accountability for actions, the accuracy and reliability of records, the safeguarding of assets, and the overall efficiency of operations. The key note in achieving these goals is played today by a company's Audit Committee.

So the auditors are responsible to appraise the company's position — to determine where it is, where it is heading to under present programmes, what its objective should be, and whether revised plans are needed to meet those objectives. So an audit report is a must for any company or organisation for its survival. Without an audit report, a company loses its markets, personnel and other requirements for continued existence.

Answer no. 4

Use the sample audit report 1 or 2 given in Lesson-2 as your answer.

Answer no. 5

October 20, 1995

To : Hiring Committee

From : Misha Mannan
Personnel Director

Subject : **follow-up on Rahim Raihan's application**
(copy enclosed)

I recommend we pursue Rahim Raihan's candidacy. this applicant shows strong purpose and responsible planning. His background provides detailed and specific support for his stated plans. The attached Curriculum Vitae shows that he is a diligent and capable worker. His courses, along with experience in sales, food service, and hospitality, suggest his career choice is based on sound knowledge of the hospitality field and on obvious talent for direct customer contact.

His activities and awards suggest he works well with others and is respected by his peers, has leadership qualities, and is willing to volunteer his time and talent. Finally his French and English Language skill could be an asset to our customer relations division.

Overall, Rahim Raihan seems a all-round person with many qualities, and experience. He promises to be a responsible employee who will continue to improve both personally and professionally.