



# ENG201

**Mid-Term (Solved)**

## **ABSTRACT**

*This comprehensive collection of notes is accurately crafted to empower students to excel academically, ensuring they achieve a minimum of 80% marks in their examinations. The content is organized with clarity and precision, focusing on key concepts, critical analyses, and practical applications tailored to the syllabus. These notes serve as a reliable resource for both thorough preparation and last-minute revision. Designed to inspire confidence and mastery, this guide is an essential tool for students striving for academic excellence.*

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**Business and Technical English**

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**Q. Explicit & Implicit Purpose**

- ✚ **Explicit:** Clearly stated (e.g., to inform, to instruct, to persuade, to enact).
- ✚ **Implicit:** Unstated but important goals (e.g., establish relationships, create trust, document actions).

**Q. Request Writing Method**

Steps for Direct Requests:

1. State the request or main idea.
2. Give necessary details.
3. Close with a cordial request for specific action.

**Q. Types of Accuracy**

1. Document Accuracy
2. Stylistic Accuracy
3. Technical Accuracy.

**Q. Oral Communication Style**

- ✚ Depends on situation and audience (formal/informal).
- ✚ Influenced by relationship level (e.g., friend vs. boss).
- ✚ Important styles: informative, persuasive.

**Q. Compound-Complex Sentence**

A sentence that contains at least two independent clauses and one or more dependent clauses.

**Q. Five Ways of Paragraph Writing / Development**

1. Exemplification
2. Analysis
3. Comparison and Contrast
4. Definition
5. Enumeration.

**Q. Three Suggestions of Courtesy**

1. Use polite tone and words.
2. Close with a courteous request.
3. Respect cultural expectations in communication.

**Q. Making Format a Direct Request**

- ✚ Clearly state your request.
- ✚ Provide sufficient details.
- ✚ Use lists for clarity.
- ✚ Close courteously.

**Q. 3 Explicit Purposes**

1. To inform
2. To instruct
3. To persuade.

**Q. 3 Elements of a Short Report That Influence Length & Format**

1. Purpose
2. Audience
3. Scope of the topic.

**Q. Memorization, Impromptu, Clarity**

- ✚ Memorization: Delivering from memory.
- ✚ Impromptu: Speaking without preparation.
- ✚ Clarity: Ease of understanding; includes structural, stylistic, and contextual clarity.

**Q. Five Things Necessary for a Presentation**

1. Planning
2. Use of visual aids
3. Rehearsing
4. Clear delivery
5. Audience engagement.

**Q. Oral Communication**

- ✚ Types: Extempore, impromptu, memorized, reading.
- ✚ Skills: Speaking and listening.

**Q. Define**

- ✚ **Concreteness:** Use of specific facts and figures.
- ✚ **Letter:** Written form of communication.
- ✚ **Inquiry Letter:** Requesting info or clarification.

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- ✚ **Acceptance Letter:** Acknowledging receipt or approval.
- ✚ **Enumeration:** Listing items one by one.

**Q. Direct Approach**

- ✚ Used when the audience is receptive.
- ✚ State main idea first, followed by explanation.

**Q. Three Types of Résumés**

- ✚ Chronological,
- ✚ Functional,
- ✚ Combination

**Q. Efficient Mode of Communication**

- ✚ Oral is faster and suitable for interaction.
- ✚ Written provides a permanent record.

**Q. Indirect Approach**

Used for delivering bad news or when persuasion is required.

**Q. FAQ Stands For**

Frequently Asked Questions.

**Q. Credibility with Two Components**

1. Expertise
2. Trustworthiness.

**Q. Types of Letters**

Inquiry, adjustment, recommendation, acceptance, refusal etc..

**Q. Extempore Topic**

Delivered without preparation.

**Q. Types of Readers**

1. Decision Makers
2. Advisors
3. Implementers.

**Q. Sans-Serif Typeface**

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A clean, modern font without decorative strokes, e.g., Arial.




**Q. Persuasive Speaking**

Goal: To change audience beliefs or behavior.

**Q. Recommendation Letter**

Should be honest, specific, and positive.

**Q. Letter, Memorandum, Inquiry Letter – Difference**

-  Letter: Formal external communication.
-  Memorandum: Internal business communication.
-  Inquiry Letter: Seeks information or clarification.

**Q. When Do We Use Email as Written Communication?**

When speed, accessibility, and written record are needed.

**Q. 5 Elements of Business Letter**

1. Heading
2. Salutation
3. Body
4. Closing
5. Signature

**Q. Four Elements for Persuasive Message**

1. Attention
2. Interest
3. Desire
4. Action (AIDA model).

**Q. 7 Cs of Effective Communication**

1. Clarity
2. Conciseness
3. Concreteness
4. Correctness
5. Consideration
6. Completeness
7. Courtesy.

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**Q. Three Ways of Internal Communication**

1. Memos
2. Emails
3. Meetings.

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