

## **Business and Technical English (Eng201)**

**Spring 2018**  
**Assignment No. 2**  
**Total Marks: 20**  
**Lectures: 10-18**

### **Instructions:**

- Upload your assignments in a proper format, i.e. MS word file. Corrupt files will be awarded zero marks.
- The assignments should be zoomed in at 100%.
- Please avoid plagiarism; plagiarized work will be marked zero.
- After the due date, the assignments submitted via email would not be entertained.
- Please avoid submitting copied assignments; otherwise, such a case would be referred to the discipline committee.
- The font color should be preferably black and font size 12 Times New Roman.

**Q1. In the following list, each sentence contains some positive words that are frequently used in customer service departments of today's business world. Identify the most positive word from each sentence and write it in the column below against the relevant number.**

**(10 Marks)**

1. I will definitely make sure that your application gets sorted out.
2. Our manager is in absolute agreement with you on your present claim.
3. Our company has decided a fantastic alternative for your watch.
4. Your suggestion is excellent that our company should invest in house building sector.
5. It is brilliant that we and our customers are on the same page about the quality of our products.
6. Lahore & co. provides a friendly service to its customers.
7. Our bank can certainly help you in your financial crisis.
8. Our manager will quickly run through your file for our loan approval.
9. Nestle has a generous offer for its customer at the end of February.

10. The CEO of Toyota Company has great news for the customers of the company.

**Key:**

<b>Sentence Number</b>	<b>Answer (one word only)</b>
1	Make sure
2	agreement
3	fantastic
4	Excellent
5	same
6	Friendly
7	Certainly
8	Quickly
9	Generous
10	great

**Q2. Ten behaviors are generally considered as bad behaviors at work place. Two of them are given here. Write a paragraph of 150-200 words on ANY ONE of them.**

**(10 Marks)**

1. Employment discrimination
2. Taking credit for someone else's work

**ANS:**

**Taking credit for someone else's work**

You collaborate with a coworker on a project. Later, you overhear your boss commend your colleague: “What a fantastic job! You must have devoted a lot of thought and effort to this task.”

You expect your coworker to say they couldn't have done it without you, but instead he just smiles and says thanks. How will you ever get ahead if your colleague steals your thunder?

**Suggestion:** First of all, don't assume that your coworker intentionally deprived you of your due honor. Perhaps he's nervous around your boss, or he thought that your boss would commend you personally. However, you don't have to be passive just because your colleague is. Why not give yourself some credit? Approach your boss privately. Ask him for feedback about the task. You might say something like, "I was wondering if you were satisfied with how the project turned out, or if you needed me to make a few tweaks." When he expresses surprise, modestly explain your role and your investment in the project's success. And, lest you become a hypocrite, mention an essential contribution of your colleague too.

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