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①-15/02/2017

VCD **FYFM (old) COMMUNICATION SKILL**

**SEM II**

75 Mrks.

Q.1A) Fill in the blanks

1. The \_\_\_\_\_ is the list of issues to be discussed at the meeting.
2. \_\_\_\_\_ communication has no formal structure unlike languages.
3. \_\_\_\_\_ is a common phenomena in classroom.
4. \_\_\_\_\_ have been developed by the man to represent an idea or concept.
5. The study of \_\_\_\_\_ movements is called Kinesis.
6. \_\_\_\_\_ means potential business, so they must be acknowledge promptly.

B) State whether the following statements are True or False

5. Success of the meeting depends largely on chairperson.
6. The proposal must be clearly and concisely presented.
7. Non directional interviews are not dialogue.
8. Quorum is the list of people attending the meeting.
9. Bulletins promote the image of an organization outside the organization.
10. Enquiries means potential business.

C) Explain the terms

1. Agenda
2. Minutes
3. Public Relations
4. Posture
5. Resume

Q.2 A) What is the importance of body language. Explain with examples

B) What is listening? Explain any two types of it.

OR

C) Explain the advantages and disadvantages of Oral communication.

D) Non-verbal communication is an important aspect of effective

Communication -Comment.

Q.3 A) Draft a sales letter to promote the sales of Refrigerator.

B) Draft a letter to the Principal requesting her to give a letter of reference for those who are applying for job as an assistant manager in HR department of the college.

OR

C) As a secretary of the Cultural Committee draft a report of the Annual Function conducted by the college in the month of December 2016 to the Principal. Report should consist of recommendations.

D) As a secretary of the college make enquiry with M/s. Raj Pvt. Ltd. About the furniture to be purchased for college.

Q.4 A) Explain the importance of public relations in an organization.

B) Explain the term Agenda and give appropriate example.

OR

C) Explain the various types of Report

D) Explain the principles of effective communication.

Q.5 Write short notes (any Three)

1. Public address system      2. Body Language      3. Sales letter

4. Parts of report      5. Gesture