

(15) Q.1. A] Fill in the blanks with appropriate words.

1. _____ is a last link of communication cycle. (05)
(Sender, Receiver, Feedback)
2. _____ Communication means communication between two person.
(Interpersonal, Group, Intrapersonal)
3. _____ means to hear attentively, what speaker is saying.
(Listening, Reading, Writing)
4. Group discussion is very _____.
(Internal, Formal, Restricted)
5. _____ are the official record of the business transacted at a meeting.
(Minutes, Notice, Resolution)

(15) B] Match the following.

- | A | B |
|---------------------------|--|
| a. Downward Communication | 1. Checking all kind of Error |
| b. Editing | 2. Message flow from higher to lower authority |
| c. Jargon | 3. Poor Vocabulary |
| d. Language barrier | 4. Technical Term |
| e. Debate | 5. Face to face communication |
| | 6. Formal communication |

C] State whether following statements are True or False.

1. Feedback is first step in the process of communication.
2. Oral and Written communication are part of non-verbal communication.
3. In group discussion it is difficult to fix responsibility.
4. Agenda is form of oral communication.
5. Grapevine is an informal channel of communication.

A] What are the merits and Demerits of written communication?

B] What are the different types of listening?

(08)

(07)

OR

C] Explain what are Organizational barriers to communication?

D] Advantages and Disadvantages of oral communication explain.

Q.3. A] Explain the types of Report

B] What is Interview? Explain the types of Interview.

OR

C] What are the common mistakes made by the candidates in group discussion?

D] What is presentation? How you can prepare before presentation?

Q.5] A] Sonam Electronics want to purchase some washing machines to stock them for Diwali sale. She made an enquiry about different varieties of washing machine available and their prices from Shivam Electronics. Draft a letter of inquiry.

B] Write a letter of application for IT Engineer for one IT professional firm.

OR

C] You are the Secretary of student council and you have to give report of canteen facilities to the principal of the college.

D] Define Editing and explain what is key of good editing.

Q.5] Write short notes. (Any three)

1. Skimming
2. Descriptive writing
3. Barriers to listening
4. Notice and Agenda
5. Grapevine