

Q.1 Multiple Choice Question (Attempt ALL) (1*2MARKS) (40 Marks)

- 1) _____ is the manner in which a person holds his/her body.
a) Posture b) Gesture c) Structure d) Symbols
- 2) Forms of communication in which words are to convey message are referred to as _____.
a) Visual b) Verbal c) Non-verbal d) Auditory
- 3) When a message is expressed using gestures or signs, it is _____ communication.
a) Oral b) Written c) Verbal d) Non-verbal
- 4) One of the greatest advantages of _____ communication is that leads to accountability.
a) Oral b) Non- verbal c) Written d) Facial Expressions
- 5) You must know your _____ better for effective communication.
a) Neighbors b). Friend c) Audience d) superior
- 6) The success of every business organization depends on _____.
a) Faith b) Activities c) Communication d) Friendship
- 7) _____ information is given through meetings, interviews, seminars, conference etc.
a) Written b) Modern c) Only non-verbal d) Oral
- 8) Communication is a _____.
a) One way process. b) Two-way process. c) Three-way process. d) Four-way process.
- 9) The word 'communication' derived from _____.
a) Latin word b) French word c) German word d) Greek word
- 10) Which of the following element is not containing in communication process _____?
a) Sender b) Decoding c) Feedback d) Barcoding
- 11) Signs and _____ were used when language did not exist.
a) Telephones b) Telegrams c) Symbols d) Letters
- 12) Message arises in the mind of the _____.
a) Sender b) Receiver c) Listener d) Community
- 13) The framing of a message for sending is known as _____.
a) Decoding b) Arranging c) Encoding d) Printing
- 14) _____ is business lifelines and their concerns are vital and must be addressed.
a) Customers b) Money c) Taxes d) Politician

- 15) _____ is a measure of the message communicated.
a) Encoding b) Feedback c) Symbols d) Decoding
- 16) Salad: _____ a) Salade b) Salade c) Chou d) Appeller
- 17) Kitchen: _____ a) Cuisinière b) Cuisine c) Cuisiner d) Pomme
- 18) Bakery: _____ a) Bouillon b) Boulangerie c) Boullir d) Chou
- 19) Apple: _____ a) Applé b) Appeller c) Pomme d) Cuisine
- 20) Fish : _____ i. Frier ii. Poison iii. Poisson iv Appeller

Q.2 Answer the following questions (any 3) (15 Marks)

- 1) Define and explain "Business communication is called as life blood of Organization"
- 2) Why Proof reading is necessary for a good written message?
- 3) Explain use of sales letter
- 4) Name five seasons of France in French.
- 5) Write the numbers in French (1, 10, 20, 45, 100, 200, 250, 30, 60, 80)

Q.3 Answer the following questions (any 3) (15 Marks)

- 1) Explain importance of communication in internal and external Organization.
- 2) Explain various purpose of Interview.
- 3) What are the content of Complain letter.
- 4) Write five course menus in its (RIGHT ORDER) in French.
- 5) Translate in French
 - a) Boil the milk. a) Boiler le lait b) Bouillir le lait c) Faîtes bouillir le lait d) Servez roid
 - b) Serve hot a) Servez chaud b). Servez froid c) Servez frais d) Versez de l'huile
 - c) Mix fast a) Mixer trop b) Mélangez vite c) Mélanger froid d) Boiler le lait
 - d) Pour some oil a) Verser l'huile b) Versez de l'huile c) Versez huile. d) Servez chaud
 - e) Add some salt and pepper a) Ajouter sel poivre b) Ajoutez du sel et du poivre c) Dorez les. d) Servez froid

Q.4 Short note on (any 1) (5 Marks)

- 1) Content of Market report
- 2) Function of Sales letter.
- 3) Rearrange the recipe of Omelette aux champignons
 - a) Battez-bien.
 - b) Servez immédiatement.
 - c) Mélangez les oeufs, le sel et le poivre dans un bol.
 - d) Versez les oeufs au dessus et faîtes cuire pour quelques minutes.
 - e) Dans un poêle, faîtes cuire les champignons coupés dans du beurre chauffé