

Note: 1.All questions are compulsory.
2. Figures to right side indicate full marks.

Q.1 Attempt any 2 from the following.

(10 M)

1. Explain process of Communication.
2. Define Noise. What is its effect on Communication
3. Verbal Communication is important than Non-Verbal. Discuss.
4. What are different techniques used in Oral Communication?

Q.2 Attempt any 2 from the following.

(10 M)

1. Explain 'Clarity'.
2. Write short note on Conciseness.
3. How to achieve Completeness in communication.
4. Give guidelines for Concreteness.

Q.3 Attempt any 2 from the following.

(10 M)

1. Explain "You- Attitude".
2. What are Do's and Don'ts for e-mail Communication.
3. What is Memo report?
4. What are different types of Interview?

Q.4 Attempt any 2 from the following.

(10 M)

1. Differentiate between Job Description and Job Specification.
2. Discuss features of good Resume.
3. Prepare Agenda of meeting which is to be held at 'Goodwin Tower, Colaba, Mumbai 01', at 4:30 pm on 24th Sept, 15 for following points
 - a. Directors annual report
 - b. Analysis of credit policies
 - c. Re-appointment of chair person
4. Write job application for post of Lab Assistant in your college on learn and earn basis.

Q.5 Attempt any 2 from the following.

(10 M)

1. What are the guidelines for preparation of Brochure?
2. What are different types of reading? Discuss any two.
3. What are different desirable and undesirable reading habits?
4. Prepare 5-7 lines of speech to motivate fund raising campaign for Nepal Quake victims.

Q.6 Attempt any 2 from the following.

(10 M)

1. Correct the following (if Corrections are required)
a. Prosecutor b. Psociology c. Bruised
d. Discribancy e. grandious
2. What are the uses of Visuals?
3. Convert Arabic in Roman
a. 557 b. 743 c. 888 d. 53 e. 1008
4. What is proofreading? Explain with symbols how it is done? (any 2 symbols)

Q.7 Attempt any 3 from the following.

(15 M)

1. What are different barriers in Communication? Explain any one in detail.
2. Explain 'Consideration'.
3. Explain different types of structural element of Business letter.
4. What are types of Reports?
5. What are goals of an interview?
6. Convert following Roman numbers in Arabic (any 5)
a. LXX b. CD
c. CM d. XL
e. DC f. XLIX