



Notes : 1. All the questions are compulsory.

1. Answer **any two** of the following question in about 150 words each. **16**
- a) Make request to your friends to attend the Birthday of your father.
  - b) Draft minutes of Annual General Meeting of LIC at 10. 00 a.m. on Monday 17th March 2014.
  - c) Write in dialogue form, how you will introduce yourself to a stranger whom you met in an educational seminar.
  - d) Explain the questions which are frequently asked while conducting interview.
2. Answer **any two** of the following questions in about 150 words each: **16**
- a) Discuss the nature and characteristics of oral communication.
  - b) Which type of body language and gesture are required while making a presentation?
  - c) Explain telephone Etiquette.
  - d) Discuss the points to be remembered while inviting someone and refusing invitation.
3. a) Answer **any two** of the following questions. **8**
- i) Write a communication between branch office and regional office regarding the visit of Regional Head Mr. S. Kapur to the branch office of Avishkar graphics at Mumbai.
  - ii) Explain the main punctuation marks with a suitable example.
  - iii) Write a circular informing the staff of your office, regarding the consequences of coming late to the office.
  - iv) Place an order to Vaishnavi Furniture of Sitabuldi, Nagpur to furnish the new office of IT world, Bhadrawati.
- b) Do as directed. **2**
- i) Punctuate the following:-  
If i see anyone shall i fire joyce asked politely i told you so cried the captain thank you sir joyce said and then fired.

**OR**

Robert Bruce king of scotland was fighting hard to free his country from the English he was badly defeated and had to free for his life.

- ii) Give synonyms of the followings. 3
- a) Placid.
  - b) Envious.
  - c) Frailty.
- iii) Use the following phrases in your own words. 3
- a) Cry out against.
  - b) Hang upon.
  - c) Make off with.
4. Answer **any two** of the following questions in about 150 words each. 16
- a) What are the advantages of Tele-conferencing.
  - b) What is voice mail? What are the benefits of voice mail?
  - c) Write a note on Fax-Internet.
  - d) How do answering machine work?
5. Answer **any eight** of the following questions. 16
- i) What is an agenda?
  - ii) What are the main features of drafting resolutions.
  - iii) Define Internal memo.
  - iv) Write a note on Electronic communication.
  - v) What is Email?
  - vi) Write down the steps in making notes.
  - vii) Why gestures play important role in speech.
  - viii) Write two frequently misspells words.
  - ix) What is feed back?
  - x) State the importance of public speech.

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