



- Notes : 1. All questions are compulsory.  
2. All questions carry equal marks.

1. Define the term communication. Describe the different methods of verbal communication. **12**

**OR**

Name the three things which form the triangle of communication? Give meaning of each. **12**

2. a) Write a note on the use of charts in verbal communication. **6**

b) Write down the principles of learning and the concept of learning. **6**

**OR**

c) Describe the different channels of communication. **6**

d) Write down the principles of written skills. **6**

3. a) State the importance of enquiry letter in industry. **4**

b) Write a letter ordering different lengths of suiting and Shirtings for your boutique. **8**

**OR**

c) Write a letter to a company complaining against defective dress material with all necessary details. **8**

d) What are the important factors of effective letter writing? **4**

4. What are the different types of reports? Explain in detail. **12**

**OR**

What do you mean by report? Mention in brief the different stages of report writing. **12**

5. Write short notes on **any four**. **12**

- a) Barriers of communication.
- b) Story writing from pictures and slides, films.
- c) Types of oral and written communication.
- d) Elements of a report.
- e) Circular.
- f) Charts.

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