



**End Term (Odd) Semester Examination December 2024**

Roll no. **2492525**.....

Name of the Course and semester:: **BCA/B.Sc.(IT)/BCA (AI&DS)/BCA (Cyber Security)/B.Sc Physics/B.Sc Chemistry/B.Sc Maths 1<sup>st</sup> Semester**

Name of the Paper: **PROFESSIONAL COMMUNICATION**

Paper Code: **TBC-104/TBI-104/TBD-104/TBL-104/PAEC-101/CAEC-101/MAEC-101**

Time: 3 hour

Maximum Marks: 100

**Note:**

- (i) All the questions are compulsory.
- (ii) Answer any two sub questions from a, b and c in each main question.
- (iii) Total marks for each question is 20 (twenty).
- (iv) Each sub-question carries 10 marks.

**Section A**

**Direction Qs (1-3):** There are 3 sub parts a,b, and c in each question. You may answer any two sub parts of your choice.

**Q1.**

**(2X10=20 Marks)**

- a. Define communication and discuss its various channels in detail. Support your explanation with a diagram illustrating the communication process, and provide a clear description of each component. **CO-1**
- b. How do Seven C's help prevent miscommunication? Illustrate your answer with scenarios where applying these principles would avoid misunderstandings. **CO-1**

c. You are Arpit. You bought a refrigerator from Ganesh Electronics and Electricals, Gandhi Marg, Nagpur. It does not function properly. Write a letter to the Sales Manager of the shop, complaining about the defect and asking for immediate replacement or repair, as necessary. **CO-3**

**Q2.**

**(2X10=20 Marks)**

- a. As a fresher, write a cover letter in 200 words applying for an entry level position at ABC Limited. Also highlight your academic achievements, technical skills, and why are you excited to contribute to the company's growth. **CO-1**
- b. What are the different types of communication barriers in professional settings? Define each one with a suitable example. **CO-2**
- c. Write a business letter to a supplier, placing an order for 30 reams of A4 sheets, 15 packs of Gel Pens, and 10 Desk Organizers. Include product details, delivery date, and payment terms, and request an order confirmation. **CO-3**

**Q3.**

**(2X10=20 Marks)**

- a. Distinguish between Verbal and Non Verbal communication highlighting their strengths and limitations in conveying message. **CO-2**
- b. Describe the roles of the Sender, Message, Channel, Receiver, Feedback, and noise in the process of communication. **CO-1**
- c. A marketing team is tasked with launching a new product. Maria, the team leader, sends out an email outlining the roles and responsibilities for each team member. However, the email is vague, and several key details are missing. As a result, team members are confused about their specific tasks. John, one of the team members, assumes Maria will provide further clarification in the upcoming meeting, but the meeting is rushed and doesn't address his concerns. When the product launch date approaches, the team realizes that several tasks have not been completed. The project is delayed, and Maria is frustrated with the team's performance, while team members feel they were not given enough guidance.



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On the basis of above details how could Maria improve her communication to ensure that the team understands their roles and responsibilities clearly, preventing future misunderstandings and delays?

CO-4

### Section B

**Direction Qs.(4 and 5):** There are two parts (I) and (II) in every question, and these parts further have 3 sub parts(a,b and c). You may choose any one part, either I or II and then answer two sub parts of your choice.

Q4 I.

(2X10=20 Marks)

a. Directions (1 to 5):- Choose the correct **antonym** of the following words:

CO-1

#### 1. Heartfelt

- Her **loving** gesture of making me dinner after a long day made me feel truly cared for.
- His **insincere** compliments felt forced and unconvincing, making everyone uncomfortable.
- Eating fast food every day can lead to **unhealthy** habits and long-term health problems.
- The comedian's **humorous** take on everyday situations had the audience laughing all night.

#### 2. Pique

- I **value** our friendship because you always know how to make me smile when I'm feeling down.
- The hiker carefully made his way through the narrow **gully**, avoiding the sharp rocks on either side.
- The surface of the lake was **incredibly smooth**, reflecting the sunset like a mirror.
- The soft melody of the lullaby helped **soothe** the baby to sleep after a long day.

#### 3. Supercilious

- The details about the event's location seemed **unimportant** compared to the larger issues we were discussing.
- Her research was highly **relevant** to the topic we were studying, providing key insights and data.
- The doctor gave us a **serious** warning about the potential health risks if the condition wasn't treated soon.
- The **meek** child rarely spoke in class, preferring to listen quietly rather than draw attention to herself.

#### 4. Demur

- She gave him a warm **embrace**, happy to see him after so many years apart.
- His **crude** remarks about the situation offended many people at the meeting.
- The **boisterous** laughter of the children filled the playground as they played tag and ran around in excitement.
- His confidence began to **falter** when he realized he had forgotten his lines during the performance.

#### 5. Impecunious

- The **wealthy** entrepreneur donated a large portion of his fortune to charity.
- She was **cautious** when driving in the snow, making sure to slow down and keep a safe distance.
- After the long hike, we were all **hungry** and couldn't wait to sit down to a big meal.
- He was **tardy** to the meeting again, apologizing for being stuck in traffic.

**Directions (6 to 10):-** Choose the correct **synonym** of the following words:

#### 6. Banish

- After the scandal, the politician was forced into **exile**, living in a foreign country far from home.
- She tried not to **hate** him, but his actions left her feeling betrayed and angry.
- The colors of the old photograph began to **fade** over time, losing their vividness and detail.
- She spent the entire afternoon **cleaning** the house, scrubbing floors and shelves until everything sparkled.

#### 7. Jovial

- She gave him an **incredulous** look when he claimed he had never heard of the famous band.
- The children were **merry** as they ran around the yard, playing games and laughing in the bright sunlight.



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- iii. The smell from the garbage was so revolting that she had to cover her nose and walk away.
- iv. After spinning around in circles for too long, he felt dizzy and had to sit down to steady himself.

#### 8. Sumptuous

- i. After running the marathon, she felt delirious with exhaustion, unable to focus on anything around her.
- ii. The sunset over the ocean was absolutely gorgeous, with shades of pink and orange lighting up the sky.
- iii. The mountain climb was perilous, with steep cliffs and unpredictable weather making the journey dangerous.
- iv. They stayed in a luxurious hotel with a private pool, a spa, and breathtaking views of the city.

#### 9. Appall

- i. After the long night of studying, he was delirious from exhaustion, unable to concentrate on his notes.
- ii. The ground was covered in a thick blanket of snow, making the whole landscape look serene and still.
- iii. She stared in dismay as the final project she had worked on for weeks suddenly crashed and was lost.
- iv. The complicated instructions seemed to confuse everyone in the group, making it hard to know where to begin.

#### 10. Temerity

- i. He had the audacity to challenge the teacher's authority in front of the whole class.
- ii. Her fearfulness kept her from going on the roller coaster, even though her friends encouraged her to try it.
- iii. His shyness made it difficult for him to speak up in meetings, even though he had great ideas.
- iv. The decision to ignore all warnings was pure stupidity, and it led to serious consequences.

#### b. Choose the option containing the right contextual meaning from the sentences given below:

CO-1

1. i. The due on the grass that sparkled in the morning sunlight.  
ii. The dew on the grass that sparkled in the morning sunlight.  
iii. The do on the grass that sparkled in the morning sunlight.  
iv. The doe on the grass that sparkled in the morning sunlight.
2. i. As the naught is too tight, I cannot untie the rope.  
ii. As the nought is too tight, I cannot untie the rope.  
iii. As the not is too tight, I cannot untie the rope.  
iv. As the knot is too tight, I cannot untie the rope.
3. i. He tried to canvas votes by showing the leaders portrait.  
ii. He tried to canvass votes by showing the leaders portrait.  
iii. He tried to confess votes by showing the leaders portrait.  
iv. He tried to converse votes by showing the leaders portrait.
4. i. They had dates for desert.  
iii. They had dates for dessert.
5. i. I don't want to loose marks.  
iii. I don't want to lose marks.
6. i. We were surprised to know his decent.  
iii. We were surprised to know his dissent.
7. i. He sighted many points in favour of his case.  
iii. He sited many points in favour of his case.
8. i. We sat under the shade of the breach tree.  
iii. We sat under the shade of the beech tree.
9. i. The naughty thread was thrown away.  
iii. The knotty thread was thrown away.
- ii. They had dates for desert.  
iv. They had dates for deserrt.
- ii. I don't want to loss marks.  
iv. I don't want to louse marks.
- ii. We were surprised to know his descent.  
iv. We were surprised to know his descented.
- ii. He cited many points in favour of his case.  
iv. He sitted many points in favour of his case.
- ii. We sat under the shade of the beach tree.  
iv. We sat under the shade of the beich tree.
- ii. The notty thread was thrown away.  
iv. The notey thread was thrown away.



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10. i. The teacher gave **council** to the students.      ii. The teacher gave **councillor** to the students.  
      iii. The teacher gave **counsel** to the students.      iv. The teacher gave **council** to the students.

c. Select an appropriate one word substitution for the sentences given below:

CO-2

- i. A person who likes or admires women. - \_\_\_\_\_
- ii. A lover of mankind. - \_\_\_\_\_
- iii. Killing of a large group of people. - \_\_\_\_\_
- iv. A person who draws or produces maps. - \_\_\_\_\_
- v. A person who writes beautiful writing. - \_\_\_\_\_
- vi. The arrangement of events or dates in the order of their occurrence. - \_\_\_\_\_
- vii. A person who eats too much is called. - \_\_\_\_\_
- viii. A person who manages the affairs of a government is called. - \_\_\_\_\_
- ix. A person who studies fossils is called. - \_\_\_\_\_
- x. A sentimental longing or wistful affection for a period in the past. - \_\_\_\_\_

OR

Q4 II.

- a. What is **Group Discussion (GD)** and discuss its Dos and Don'ts.
- b. Define **Public speaking** and explain its importance in professional setting.
- c. What are **Minutes of the meeting**, and why are they important?

(2X10=20 Marks)

CO-4

CO-4

CO-4

Q5 I. a. Find out the common error and correct it in each of the following sentences: (2X10=20 Marks)

CO -2

- i. Gulliver's Travels are an interesting book.      vi. Rita is junior than Riya
- ii. She reads pages after pages.      vii. He is very slower than Mohan.
- iii. It has been raining from yesterday.      viii. He is the bestest player in the team.
- iv. She is more clever than her brother.      ix. The woman killed the snake by a stick.
- v. Neither John nor his friends has stolen my money.      x. Every girl and every boy were given a packet of sweets.

b. Fill in the blanks with the correct verb from the options given below:

CO-1

1. As per the existing market rate, twelve dozen \_\_\_\_\_ one hundred rupees.  
 i. costs      ii. cost      iii. costed      iv. none of the above
2. Every man, woman and child in the hall \_\_\_\_\_ given a pair of glasses with coloured lens to watch the 3D movie.  
 i. have      ii. are      iii. was      iv. none of the above
3. Throughout the seminar, she kept quite and did not \_\_\_\_\_ a word.  
 i. speaking      ii. speak      iii. spoken      iv. spoke



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4. Ram as well as his brothers \_\_\_\_\_ coming today.  
i. are                      ii. is                      iii. has                      iv. have been
5. This is one of the matters that \_\_\_\_\_ me the most.  
i. has disturb                      ii. are disturbing                      iii. disturb                      iv. is disturbed
6. Everyone in the family \_\_\_\_\_ been questioned about the theft.  
i. has                      ii. have                      iii. are                      iv. is
7. My friend, a philosopher and guide \_\_\_\_\_ going abroad.  
i. are                      ii. is                      iii. am                      iv. being
8. Fish and rice \_\_\_\_\_ a staple diet.  
i. is being                      ii. is                      iii. have being                      iv. are
9. The mother along with her daughter, \_\_\_\_\_ tennis on Sundays.  
i. has played                      ii. have playing                      iii. play                      iv. plays
10. Each of the six boys in the class \_\_\_\_\_ his task.  
i. was completed                      ii. were completed                      iii. has completed                      iv. have completed

c. Write the meaning and the usage of the Idioms in the sentences given below.

CO-2

- |   |                                  |
|---|----------------------------------|
| i. Add insult to injury                         | vi. The elephant in the room     |
| ii. Don't count your chickens before they hatch | vii. A stitch in time saves nine |
| iii. Hit the nail on the head                   | viii. A storm in a teacup        |
| iv. It's raining cats and dogs                  | ix. On cloud nine                |
| v. It's a piece of cake                         | x. Cutting corners               |

OR

Q5 II.

(2X10=20 Marks)

- a. List the key sections that should be included in a Professional Resume. CO-5
- b. Construct a Resume of yourself in a professional format required for different job portals. CO-5
- c. Discuss the key dos and don'ts of Telephone Etiquette's in a professional setting. Include aspects such as greeting, tone of voice, and ending the conversation. CO-5