

Answer the following questions.

1. Complete the following with correct answer:

10x2=20

i. Dress and manners are related to _____.

- ☒ a. non-verbal communication
- b. verbal communication
- c. electronic communication
- d. written communication

ii. Oral communication is made through the use of _____.

- a. gestures
- ☒ b. language
- c. body language
- d. sign language

iii. Decoding is a process to _____ the message.

- a. transfer
- b. receive
- ☒ c. encode
- d. pass

iv. Verbal communication includes _____.

- a. body language, gestures and intonation
- b. letters, e-mails and lecture
- c. sign language, word-stress and kinesics
- ☒ d. None of these

v. Communication is a method to _____.

- ☒ a. share thoughts or ideas
- b. show gestures and look
- c. signify something
- d. generate vocabulary

vi. For effective communication one should _____.

- a. be verbose
- ☒ b. maintain clarity
- c. use jargon
- d. maintain distance

vii. _____ is considered as a barrier to communication?

- ☒ a. Conciseness/ brevity
- ☒ b. Noisy situation
- c. Use of hands
- d. Stress in speech

viii. Interviewing involves _____ communication.

- a. only verbal
- b. both verbal and non-verbal
- ☒ c. primarily formal and informal
- d. only interview etiquettes

ix. A structured interview tends to be _____ in its conduct.

- a. subjective
- ☒ b. objective
- c. biased
- d. flexible

x. Media interview can be conducted in _____ mode.

- ☒ a. only physical
- ☒ b. both offline and online
- c. exclusively face-to-face
- d. rarely video-conferencing

2. Write short notes on any three of the following

5x3=15

- a. Verbal Communication
- b. Barriers to Communication
- c. Essentials of an effective communication
- d. Structured interview
- e. Interviewing as a skill
- f. What is required for a successful interview
- g. Media interview



Professional Communication [HS101], End Semester Exam, May Marks 50, Time: 3 hours, Date: 25-11-2024

1. Complete the following with the correct/best choice.

10x2=20

- i. Non-verbal communication involves—
a. sign language
b. language
c. body language
d. written language
- ii. Verbal communication includes—
a. letters, speeches and gestures
b. kinesics, proxemics and haptics
c. appearance, lectures and correspondences
d. writings, lectures and conversations
- iii. Formal and informal methods of communication are based on—
a. person, place and language usage
b. emotions, feelings and intentions
c. personal relations, contacts and distance
d. None of these.
- iv. Group Discussion (GD) is a method to—
a. allow members to give a note of dissent
b. arrive at a consensus
c. discuss a controversial topic
d. make an informal discussion on an issue
- v. Media interview can be conducted—
a. on-line
b. both off-line and on-line
c. face-to-face
d. in video-conferencing mode only.
- vi. Interviewing is a skill to judge the suitability of a candidate by—
a. getting the truthful response
b. looking at the physical appearance
c. asking difficult questions
d. offering a job
- vii. Job application is a kind of—
a. formal letter seeking a job
b. cover letter normally sent with a resume
c. informal letter written to an organization for job
d. resume-cum-letter for the purpose of a job
- viii. A functional resume focuses on the candidate's—
a. strengths and weaknesses
b. specific experience and aptitude
c. complete educational background
d. job experience only
- ix. The use of e-mail is made for—
a. sending official letters
b. writing official and unofficial letters
c. confidential work
d. urgent correspondences
- x. An agenda includes— in a meeting.
a. minutes recorded
b. list of items to be discussed
c. resolutions passed
d. brief proposals to be considered

2. Write on any two of the following:

10x2=20

- | | |
|--|---|
| a. Definition and methodology of Group Discussion (GD) | c. Requirements of a successful interview |
| b. Verbal and Non-verbal Communication | d. Essentials of an effective communication |
| | e. Features of Proposal Lay-out |

3. Write a job application addressed to an organization mentioning your credentials and aptitude in brief.

Or

Draft a notice to call a meeting of the members of the executive committee of a body of which you are the Secretary.