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221631

**3rd Sem / Library & Formation Science**  
**Subject : Professional Communication - II**

Time : 3 Hrs.

M.M. : 60

**SECTION-A**

**Note:** Multiple choice questions. All questions are compulsory (6x1=6)

Q.1 Written communication is used in

- a) Oral communication
- b) Face to face communication
- c) Notice writing
- d) None of these

Q.2 Kinesics is related to

- a) Space language      b) Time language
- c) Body language      d) None of the above

Q.3 E-mails stands for

- a) Electrical mail      b) Electronic mail
- c) Essential mail      d) Effective mail

- Q.4 Tone of the minutes should be
- a) Impersonal                      b) Harsh
  - c) Rough Language              d) None of the above
- Q.5 Full form of C.V. is \_\_\_\_\_.
- a) Curriculum vitae              b) Circular vitae
  - c) Communication              d) None of the above
- Q.6 Circular are example of
- a) Oral Communication
  - b) Written communication
  - c) Oral & written communication
  - d) None of the above

### SECTION-B

**Note:** Objective/ Completion type questions. All questions are compulsory. (6x1=6)

- Q.7 Formal communication means \_\_\_\_\_
- Q.8 Modes of written communication are \_\_\_\_\_
- Q.9 Who is receiver?
- Q.10 What is Memo?
- Q.11 Video conferencing is \_\_\_\_\_
- Q.12 What is telephonic interview?

### SECTION-C

**Note:** Short answer type questions. Attempt any eight questions out of ten questions. (8x4=32)

- Q.13 Write a short note on Mock Interview.
- Q.14 Write a Job Application letter.
- Q.15 What is the difference between hearing and listening?
- Q.16 How to improve speaking skills write any four.
- Q.17 What are the advantages of oral communication?
- Q.18 What is Feedback? Write importance of feedback?
- Q.19 Explain Audio Visual Aids.
- Q.20 What are the tips for facing an interview.
- Q.21 Write an agenda for a meeting.
- Q.22 What is kinesics?

### SECTION-D

**Note:** Long answer type questions. Attempt any two questions out of three questions. (2x8=16)

- Q.23 Write your resume for the post of a librarian.
- Q.24 Explain various barriers to effective listening.
- Q.25 What is an E-mail? What are the guidelines for writing an e-mail?