



Q.4 Productive skills are :

- a) Speaking                      b) Writing
- c) a & b                         d) none of these

Q.5 feedback is :

- a) Sender's Response    b) receiver's response
- c) None of these         d) All of above

Q.6 Which is not the mode of written communication:

- a) Notice                      b) Circular
- c) Grapevine                 d) memo

### SECTION-B

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

Q.7 Corrigendum is written for \_\_\_\_\_.

Q.8 What is speed post ?

Q.9 What is report?

Q.10 What is outgoing correspondence procedure?

Q.11 What is circular?

Q.12 Telephonic etiquettes are \_\_\_\_\_.

### SECTION-C

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

Q.13 What are the occasion of issuing a press release?

Q.14 Write a letter to place an order of wooden furniture.

Q.15 Write an agenda for meeting.

Q.16 What is the importance of internet in communication?  
Write any four points.

Q.17 What is the difference between sender and receiver?

Q.18 Write any four advantages of oral communication.

Q.19 Write any four points of telephone etiquettes.

Q.20 How to prepare and deliver a good presentation?

Q.21 Explain guidelines for resume writing.

Q.22 Draw the format of memo.