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Roll No.

**Level-4, 1st Sem / DVOC (Ref. & Air Cond., Medical Imaging Tech., Auto. Servicing, ITM, PT, BFSI, SD, AMT, Food Processing, EMS , Graphics & Multimedia)
Sub.: Language II**

Time : 2Hrs.

M.M. : 50

SECTION-A

Note: Multiple choice questions. All questions are compulsory (10x1=10)

Q.1 Minutes of a meeting are:

- a) Official record
- b) Record of discussions
- c) Result of discussions
- d) All of the above

Q.2 Complaining is a situation, when one

- a) Is annoyed
- b) Feels unhappy
- c) Not satisfied
- d) All of the above

Q.3 Notices are normally:

- a) Short form
- b) Descriptive
- c) Both
- d) None of the above

Q.4 Circulars are used:

- a) To convey information to large no. Of employees
- b) Can be put on notice board
- c) Can be circulated
- d) All of the above

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Q.5 In abstract we exclude all

- a) Relevant things b) Irrelevant things
- c) Everything d) None of these

Q.6 Agenda of a meeting is a

- a) List of items
- b) Outlines of the content
- c) Chronological order
- d) All of the above

Q.7 Persuasion is required:

- a) In business b) In social situation
- c) In political context d) All of the above

Q.8 Which one of the following is not a quality of good writing?

- a) Conciseness b) Ambiguity
- c) Coherence d) None of the above

Q.9 Which is not a type of written communication?

- a) Memo b) Notice
- c) Declamation d) Poster

Q.10 What is the exact order of language learning?

- a) Listening speaking reading writing
- b) reading speaking listening writing
- c) Speaking reading listening writing
- d) Listening reading speaking writing

SECTION-B

Note: Short answer type questions. Attempt any six of your choice. $(6 \times 5 = 30)$

- Q.11 What are the types of communication? Elaborate.
- Q.12 What is a notice? Name its various types.
- Q.13 What is the significance of speaking skills?
- Q.14 Explain the different stages of communication process.
- Q.15 What are the disadvantages of oral communication?
- Q.16 How can acquire good speaking skills?
- Q.17 What are the essential elements of listening skills?
- Q.18 Write the difference between oral and written communication.

SECTION-C

Note: Long answer type questions. Attempt any one of the following. $(1 \times 10 = 10)$

- Q.19 You are Ram, accompanied by your friend Shyam. You are in a café and want to order French fries. Place an order to the waiter.
- Q.20 Write a letter to the municipal corporation, Delhi asking to install an open gym in green park, south delhi.