

No. of Printed Pages : 4

188434

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 band
- c) Can be circulated
- d) All of the above

- 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. (6x5=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. (1x10=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.