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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. $(6 \times 1 = 6)$

- 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. $(8 \times 4 = 32)$

- 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. $(2 \times 8 = 16)$

- 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?