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Roll No.

**3rd Sem / Branch : Library & Information Science
Sub.: Professional Communication - II**

Time : 3Hrs.

M.M. : 60

SECTION-A

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

Q.1 Report use features as-

- a) Mobile
- b) Graphics and images
- c) Method
- d) Account

Q.2 A business letters serves as a record for _____ reference.

- a) Past
- b) Present
- c) Future
- d) Both (b) & (c)

Q.3 Communication Network is any origination is

- a) Internal & External
- b) Verbal & Written
- c) Oral & Non-verbal
- d) Feedback

Q.4 Listening skill helps to make _____ effective.

- a) Communication
- b) Oral Communication
- c) Both A & B
- d) Report

Q.5 _____ are the official record of the proceedings of a meeting

- a) Agenda
- b) Minutes
- c) Notice
- d) None of these

- Q.6 A _____ is one which is prepared in a prescribed form.
- a) Oral b) Written
c) Informal d) Formal

SECTION-B

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

- Q.7 An abstract is also called as introduction. (True/False)
- Q.8 The minimum Number of members necessary for a meeting is called quorum. (True/False)
- Q.9 Letter announcing reduction of price is called offer letter. (True/False)
- Q.10 Communication is a exchange of facts, ideas and opinions by two or more persons. (True/False)
- Q.11 Letter is an example of oral communication. (True/False)
- Q.12 The value Mail, e-mail Video conferencing etc. are source of the _____ based media of communication. (Computer/ science)

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 format of placing order.

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- Q.15 What is E-mail? Explain the procedure to send e-mail.
- Q.16 Describe important steps to writing resume.
- Q.17 How to write a job application letter?
- Q.18 Explain the types of communication.
- Q.19 Write a short note on Teleconferencing.
- Q.20 Explain the steps involved in process of letter writing.
- Q.21 Why is Listening skill important?
- Q.22 Explain the difference between Memo & Letter.

SECTION-D

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

- Q.23 Write a business Enquiry Letter regarding the purchase of material in bulk.
- Q.24 What is the meaning of communication & explain in brief the types of communication.
- Q.25 What is a press release note and explain the types of press release note.

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