

- Q.16 What are the characteristics of good writing skills?
- Q.17 What are the qualities of an effective speaker?
- Q.18 What is the role of vocabulary and pronunciation in effective speaking?

SECTION-C

- Note:** Long answer type questions. Attempt any one questions out of two questions. (10x1=10)
- Q.19 You are Ramesh Kumar , the captain of the hockey team of your college write a notice to inform the player about an upcoming training camp. Give all necessary information.
- Q.20 Write a short article on the importance of health and hygiene in student life.

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Roll No.

DVOC (Level 4) (Sem 1st)

Ref & Air Conditioning / Medical Imaging Tech.,

Auto Servicing . ITM , PT , BFSI , SD,

AMT , Food Processing , EMS Graphics & Multi media

Subject : Language - II

Time : 2 Hrs.

M.M. : 50

SECTION-A

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

- Q.1 What do you mean by the term “abstract”?
- a) Shortened part of a big passage
 - b) Long passage on chemistry
 - c) Small paragraph on history
 - d) essay on Physics' topic
- Q.2 The qualities of a good summary are :
- a) Well connected narrative
 - b) To the point
 - c) Brief and concise
 - d) All of the above
- Q.3 In a request, following words can be used:
- a) Sure
 - b) alas!
 - c) pardon
 - d) Please

- Q.4 We apologize when we feel
- a) Hunger
 - b) Happiness
 - c) Guilt
 - d) Wonder
- Q.5 Effective oral communication skill helps the students:
- a) improve their academic performance
 - b) increase employment opportunities
 - c) helps to improve assertiveness
 - d) All of the above
- Q.6 Expressing condolence is a :
- a) Social function
 - b) Business function
 - c) Political function
 - d) None of the above
- Q.7 Notices are the form of:
- a) Oral communication
 - b) Written communication
 - c) Non-verbal communication
 - d) None of the above
- Q.8 A notice must contain
- a) Data
 - b) Reference no.
 - c) Name of issuing authority
 - d) All of the above

- Q.9 What would be the most appropriate starting word while asking permission from a senior ?
- a) Should
 - b) Can
 - c) May
 - d) Will
- Q.10 While communicating orally we should avoid:
- a) Use of jargon
 - b) Use of slang
 - c) Use of aggressive eye-contact
 - d) All of the above

SECTION-B

Note: Short answer type questions. Attempt any six questions out of Eight questions. (6x5=30)

- Q.11 How will you complain to the customer-care service employee of a leading online shopping company, about an undelivered package which you have bought online?
- Q.12 What are the rules for effective oral communication?
- Q.13 Define the process of listening?
- Q.14 What is the difference between hearing and listening ?
- Q.15 Which type of communication will be more formal and appropriate in office-work between oral communication and written communication? write a brief note supporting your opinion.