

No. of Printed Pages : 4
Roll No.

221621

2nd Sem / LIS

Subject : Professional Communication - I

Time : 3 Hrs.

M.M. : 60

SECTION-A

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

Q.1 What is the final step in the communication cycle:

- a) Encoding b) Decoding
- c) feedback d) Receiving

Q.2 Memo are used:

- a) To convey routine message
- b) Submitting periodical reports
- c) Issuing instructions to the staff
- d) All of the above

Q.3 Agenda of a meeting is a :

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

Q.4 Corrigendum is written to:

- a) Promote a product b) To sell a product
- c) To rectify a printed error
- d) To give information

Q.5 Full form of Email is:

- a) Electrical mail b) Electronic mail
- c) Early mail d) All of the above

Q.6 Receptive skills are:

- a) Reading b) listening
- c) A & B d) None of the above

SECTION-B

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

Q.7 Press release is _____

Q.8 What is registered post?

Q.9 What is tender notice?

Q.10 What is full form of ACR?

Q.11 What is incoming correspondence procedure?

Q.12 What is memo?

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SECTION-C

Note: Short answer type questions. Attempt any eight questions out of ten questions. (8x4=32)

Q.13 Write a memo by a principal to an employee asking explanation for absence from duty?

Q.14 What is an agenda and why it is written?

Q.15 What is the difference between oral and written communication?

Q.16 What are the characteristics of a good report?

Q.17 Write any four advantages of an email.

Q.18 What is feedback? What is its importance?

Q.19 What is corrigendum writing? Explain with example.

Q.20 Explain the meaning of communication.

Q.21 What is notice? Write types of notice.

Q.22 What are the features of a good press release.

SECTION-D

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

Q.23 Write a Resume for the post of a Librarian.

Q.24 Write a complaint letter regarding installation of new street light in your colony.

Q.25 Write a report about an accident.

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