

Q.21 Place an order for the purchase of furniture for newly built office.

Q.22 Write a complaint regarding improper functioning of newly purchased wrist-watch.

### SECTION-D

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

Q.23 Write a resume for the apprenticeship in the library.

Q.24 Write a notice for fund collection for the victims of earthquake.

Q.25 Write a report to General manager regarding low sale of cosmetic products in your area.

No. of Printed Pages : 4

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Roll No. ....

**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 Enquiry letters are written to know about \_\_\_\_\_

- a) Product details      b) Status of company
- c) Mode of payment      d) None of these

Q.2 Which is a type of informal Communication \_\_\_\_\_

- a) Oral Communication
- b) Written Communication
- c) Downward Communication
- d) Consensus

Q.3 Circulars are written to give information to \_\_\_\_\_

- a) A set of employees      b) An employee
- c) To all the employee      d) None of these

Q.4 Which element completes the Communication process-

- a) Sender                      b) Receiver
- c) Message                      d) Feedback

Q.5 Presentations can be used \_\_\_\_

- a) While presenting a report
- b) To launch a new product
- c) Both a & b
- d) None of these

Q.6 Corrigendum is written to \_

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

### SECTION-B

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

Q.7 What are the minutes of the meeting?

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Q.8 What is speed post?

Q.9 Draw the format of memorandum.

Q.10 What is a circular.

Q.11 What is horizontal Communication?

Q.12 What is a report?

### SECTION-C

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

Q.13 Draw the format of an office order.

Q.14 What are the occasions to issue a press release?

Q.15 What is resume?

Q.16 What is an E-mail? Write two advantages of E-mail.

Q.17 What is formal Communication?

Q.18 Write a memo to an employee for his habit of coming late to the office.

Q.19 Write a circular regarding change in office timings due to excessive heat.

Q.20 Write an enquiry letter for the purchase of computers for office to maintain record.

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