

- Q.21 Write a circular regarding the change of Library timing.
- Q.22 Write the meaning of correspondence & write its any Four purpose.

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SECTION-D

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

- Q.23 Define professional communication. Write its need and Explain the process of communication.
- Q.24 Make a Resume for the post of librarian.
- Q.25 How to prepare and deliver a good presentation define it briefly.

Time : 3 Hrs.

M.M. : 60

2nd Sem / LIS

Subject : Professional Communication - I

SECTION-A

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

- Q.1 Which is the modern means of communication?
- a) Video conferencing
 - b) E-mail
 - c) Communication by Internet
 - d) All of the above
- Q.2 Kinesics is the term used for the study of _____
- a) body language
 - b) Facial expression
 - c) Gestures
 - d) All of these
- Q.3 Which is the fast way of formal communication?
- a) Courier
 - b) E-mail
 - c) Speed post
 - d) Air-mail

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Q.4 Which is/are the tips for developing employable skills

- a) Listening & speaking skills
- b) Team work
- c) Problem solving
- d) All of these

Q.5 In case of Emergency, one should option for _____.

- a) Oral Communication
- b) Written Communication
- c) Grapevine
- d) Formal Communication

Q.6 Corrigendum is written:

- 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. $(6 \times 1 = 6)$

Q.7 What is the agenda of a meeting?

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Q.8 What is Airmail?

Q.9 Define Multimedia.

Q.10 Write the example of Non-verbal communication.

Q.11 Define Demi-official letter.

Q.12 E-mail stands for _____.

SECTION-C

Note: Short answer type questions. Attempt any eight questions out of ten questions. $(8 \times 4 = 32)$

Q.13 Explain the types of communication in brief.

Q.14 Describe about the ordinary post and registered post & courier.

Q.15 Describe the purposes of corrigendum writing.

Q.16 Write any eight telephone Etiquettes.

Q.17 What are outgoing correspondence procedures.

Q.18 Explain the procedure of an E-mail.

Q.19 Define memorandum & write its any five purpose.

Q.20 Write an inquiry letter to purchase library books for college library.

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