



### SECTION-B

2. Explain various forms of communication. How does communication help an organisation achieve its goals? (4 + 4 = 8)
3. Describe various stages in the process of reading. Explain SQ3R as a reading model. (3 + 5 = 8)
4. Do as directed
  - a) People say that children are afraid of dark. (Change the voice) (1)
  - b) Not only the hall, but even the galleries were packed at the utmost. (Change into simple sentence) (1)
  - c) Unless you study regularly, you will make no progress. (Change into compound sentence) (1)
  - d) The policeman said to the passerby, "Do you know the shortest way to the inn?" (Change into indirect speech) (1)
  - e) Annual, cyclic (Use each of the words both as adjective and adverb) (2 + 2 = 4)
5. With winter approaching, you intend to purchase electric heaters for your office at Safdarganj Road, New Delhi. Assuming yourself to be maintenance officer of Ubiquitor Technologies Pvt. Ltd., New Delhi, Write a letter of enquiry to West World Appliances and Equipment, Mumbai, seeking information about the availability and price of the product. (8)

### SECTION-C

6. "Listening is crucial to academic and professional excellence." Discuss. (8)
7. Explain various organs of speech with the help of a labeled diagram. Also explain speech mechanism involved in the production of consonant sounds. (4 + 4 = 8)
8. Chairman and Secretary are two important poles in the conduct of an official meeting. Describe their role in detail. (8)
9. Write short notes on the following :
  - a) Objectivity in written technical communication (4)
  - b) Formal language. (4)