

Time : 3 Hours

Marks : 80

Instructions :

1. All Questions are Compulsory.
2. Each Sub-question carry 5 marks.
3. Each Sub-question should be answered between 75 to 100 words. Write every questions answer on separate page.
4. Question paper of 80 Marks, it will be converted in to your programme structure marks.

1. Solve any **four** sub-questions.

- ✓ a) Which are the different types of communication? 5
- b) What is voice mail service? 5
- ✓ c) Prepare a resume. 5
- ✓ d) Give the stages of problem solving? 5
- e) What is the difference between group and team? 5

2. Solve any **four** sub-questions.

- ✓ a) Which are the barriers to communication? 5
- ✓ b) Discuss the various cell-phone etiquettes. 5
- ✓ c) Translate the followings into Marathi: 5
 - i) Sharda always likes to be in gossip.
 - ii) Why he rejected the proposal is still a mystery.
 - iii) Seeta has been working here since 1985.
 - iv) Please, don't smoke at the public place.
 - v) I read *Dr. Faustus* with great interest.
- ✓ d) Which are the types of groups? 5
- e) How to become a critical thinker? 5

3. Solve any **four** sub-questions.

a) Discuss the basic office courtesies. 5

✓ b) Explain the Term-Group discussion. 5

✓ c) What is the importance of feedback? 5

✓ d) Write a letter placing an order of computer accessories for your institution. 5

✓ e) Punctuate the following sentences: 5

i) Rama Killed ravana

ii) Ramesh exclaimed what a pitiful scene

iii) I always speak true he said

iv) What is your name

v) Mahabharata the great epic of India has many characters

4. Solve any **four** sub-questions.

✓ a) How to manage a conflict in office? 5

b) What are the reasons causing miscommunication? 5

✓ c) Which are the modes of communication? 5

✓ d) Discuss the various cross-cultural issues. 5

✓ e) Define and explain 'monologue'. 5

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