



"ARTICLES"

★ There are two types of articles -

1. Definite article (The)
2. Indefinite article (A/An)

⇒ Articles define a noun as specific or unspecific.

⇒ An article is a word that mainly noun, technically an article is an adjective.

⇒ Indefinite articles is used before singular countable nouns and mean one.

⇒ Definite is used before singular countable noun, plural countable noun and uncountable nouns and may mean one or more than one.

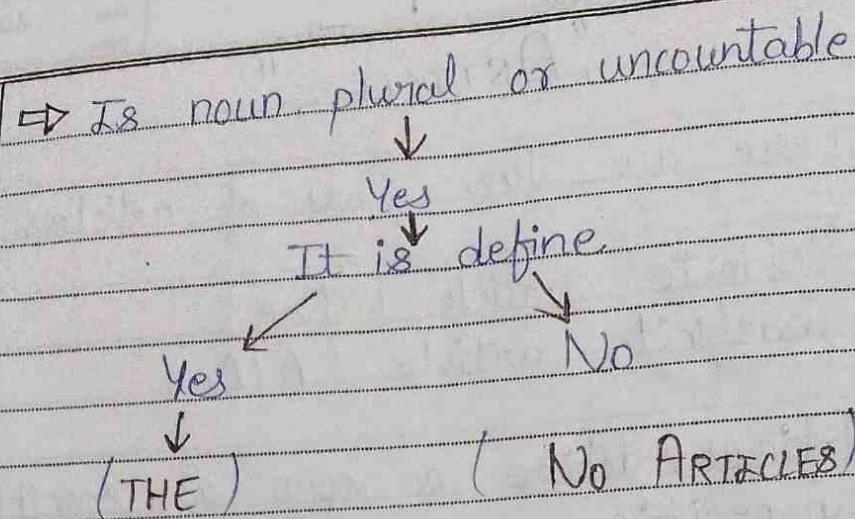
* When to use which article?

→ If noun is singular or countable

Yes, it is define?

Yes (The)

No (A/An)



★ What's the difference?

1. He goes to a school near an over bridge.

2. He goes to the school near the over bridge.

NOTE:-

First statement is referred to any unspecific school and bridge, meanwhile, second statement is referred to specific school and bridge.

★ Indefinite Articles (A/An) :-

The choice between a/an is determined by the initial sound of the word (noun) before they used.



'A' is used before a word beginning with consonant sound and...

'An' is used before a word beginning with a vowel sound.

eg. ⇒ He is a teacher.

She is an athlete.

('An' is used before words beginning with a vowel sounds.)

→ It is an honour to meet you.

A/An are used as follows :

→ For the first time or to refer to a member of a group or class.

Ex. ⇒ ① I have a book of English.

② There is an employee in the college who is from Ahmedabad.

→ With names of days of the week but when not talking of any particular day.

Ex. ⇒ ① The function will on a Sunday.

SYNTHETIC COMPOUNDS

→ With the name of a person when nothing other than his/her name is known.

Ex. → ① I met a Mr. Rohan in the college yesterday.

② A Mr. Singh and a Mrs. Asha were in the meeting.

→ When an Abstract Noun is used to express a particular quality.

Ex. → ① The engineering student must have an education (Knowledge)

② Anand has a happiness (of freedom) in his life.

→ When a verb is used as a noun.

Ex. - ① He wants for a walk.

② They enjoyed a long drive.



Ques. Write the definition of Communication.

★ Communication -

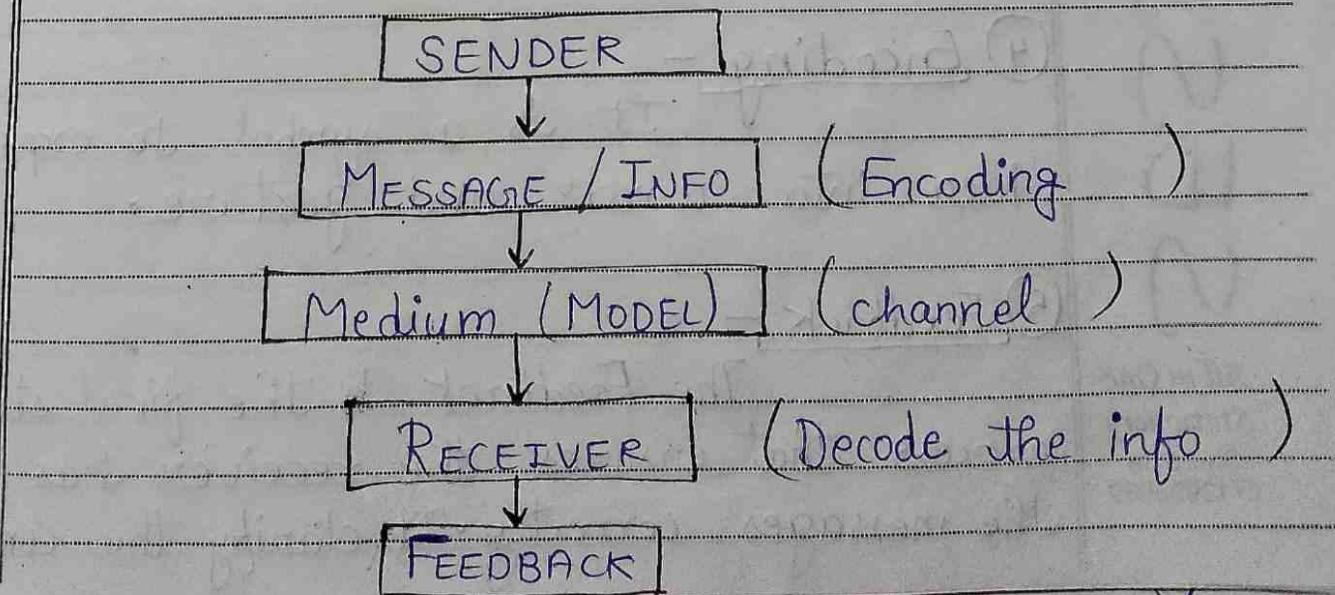
Communication comes from the Latin word "communis" which means common. When we communicate, we are trying to express commonness with someone that is we are trying to share information and idea or an attitude.

It is a process of transmitting informations & generating common understanding from one person to another.

• Keywords -

- | | |
|---------------------------|--------------|
| (1) Communication Process | (4) Sender |
| (2) Information / Message | (5) Receiver |
| (3) Model (Medium) | (6) Feedback |

"PROCESS OF COMMUNICATION"



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Ques 2 Explain each point of Communication process?

Ans - 2 There are five factors are as follows :-

① Receiver -

The one who analysis or decode the message is called receiver.

② Sender -

The sender is an individual, group OR organization who initiates the communication.

③ Medium/Model -

A medium is a system or channel through which a speaker or writer addresses their audience.

④ Encoding -

It is a symbol to express the idea into words and gesture.

⑤ Feedback -

The Feedback is the final step of process that ensures the receiver has received the messages correctly. It clarify the communication.

Ques 3. Differentiate between Interpersonal & Intrapersonal.

Ans - 31

Points	Interpersonal Communication	Intrapersonal Communication
Definition	Interpersonal Comm. is b/w two or more peoples.	Intrapersonal Comm. is b/w you & yourself.
When does it happen	When you want to communicate with others	When you want to plan, get closer to yourself
Media used	Phone, Computer, TV, Letters.	Mind, Diaries, Audio recordings
Concerned with	Exchange of ideas.	Thought and analysis.

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Ques. 4. Differentiate b/w synchronous and asynchronous communication.



Ques. 5. What is business communication, and its types?

Ans-5 Business communication is exchanging information b/w employees and those outside the organization.

Examples - Assigning tasks to employees, receiving and responding to customer feedback, and publishing a press release etc.

► Types -

- ① Upward communication.
- ② Downward communication.
- ③ Lateral communication.
- ④ External Communication.

Ques. 6. What is verbal communication explain it with an example.

Ans-6] Verbal communication is the use of words and language to convey a message. Verbal communication is a soft-skill that characterizes leadership. This is

Example - one of the reasons why strong verbal communication is considered.

Example - Speech or presentation, having a phonecall with someone, etc.

Ques 7. What is non-verbal communication with example.

Ans-7) Non-verbal communication is a way of transmitting a message without words. Typically, nonverbal communication includes things like eye contact, facial expression, gestures, posture, etc.

Examples - eye contact, tone of voice, good posture, facial expressions, hand gestures, body language ~~etc.~~ and sign language etc.

Ques 8. What are the different kinds of nouns? Explain giving examples.

Ans-8) Noun -

Nouns are a part of speech that comprise words that are used to name people, places, animals, objects and ideas. Almost every sentence will definitely have a noun, and they perform different roles in a sentence. Nouns can act as the subject, an indirect object or direct object. Nouns can also function as adjective and verbs.

• Examples of nouns -

- ① People - Rahul, Tommy, Vivek, Mohan etc.
- ② Places - Bangalore, India, Swimming pool etc.
- ③ Animals - Lion, zebra, snake, Bear etc.
- ④ Ideas - Evolution, Invention, Argument etc.
- ⑤ Object - Bat, cycle, Paper, bag, blackboard etc.

★ Types of Nouns -

classified into -

Nouns can be broadly

① Proper Noun - Nouns that are used to name a person or place, thing specifically are called a proper noun. Proper noun always begin with a capital letter.

Ex. - My name is Rose, This is my dog, Bruno etc.

② Common Nouns - Common nouns are those nouns that refer to a generic item, group or place. This means that, unlike proper nouns, they are not used to identify specific peoples, place or objects.

Ex. → I bought a pen yesterday, I am going to school, The car is out of fuel!

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③ Singular noun -

These are words that are used to name a single person, place, animal, bird or object.

Ex. → That is my son, A red ~~picnic~~ go for picnic.

④ Plural noun -

Plural nouns refer to a no. of people, places, animals or things. Nouns are made plural by adding 'an' (s), (es), (ies) (ves) to the existing root word.

Ex. → I need some apples, I bought boxes, etc.

⑤ Countable noun -

Countable nouns are those that can be counted or measured.

Ex. - I brought 10 pens of chips, Harsh buy a dozen mango etc.

⑥ Collective Nouns - A collective noun is a naming word that is used to denote a group of objects, animals or people.

Ex. - A band of musicians, A pair of shoes etc.

Ques. What do you understand by subject-verb agreement? Explain.

Ans. Subject-verb agreement is the grammatical rule that the verb or verbs in a sentence must match the no. person, and gender of the subject, in English, the verb needs to match just the no. and sometimes the person.

Subject-verb agreement, also called "subject-verb concord", refers to matching the subject and verb of a sentence in tense, aspect and mood, which translates to number, person and gender.

Ex. →

Look at these two sentences. "Cats make great pets" and A cat makes a great pet". The plural subject cats uses the plural form of the verb without (s) at the end (make). The singular subject a cat uses the singular form of the verb with (s) at the end (makes).

NATIONAL PAPERS

Ques. What are the uses of dictionary and thesaurus?

Ans-1 A dictionary provides definitions as well as outlines how a word is used grammatically and provides examples of its use. A thesaurus provides synonyms, or similar words, for a word.

★ Uses of dictionary -

- ① A dictionary can be used to look up the meaning of a word.
- ② You can also use a dictionary to check the spelling of a word.
- ③ A dictionary can help you to spell or understand any new words.

★ Uses of Thesaurus -

- ① Searching for synonyms in a Alphabatical thesaurus
- ② Searching for synonyms in a Roget-Type thesaurus.
- ③ Choosing the Appropriate word for your needs.

Ques. What is Jargon in communication?

Ans. Jargon is occupation-specific language used by people in a given profession, the "shorthand" that people in the same profession use to communicate with each other.

For example, plumbers might use terms such as elbow, ABS, sweating the pipes, rough-in etc.

Ques. List the semantic barriers of communication.

Ans. The barriers, which are concerned with problems and obstructions in the process of encoding and decoding of a message into words or impression are called semantic barriers.

(a) Badly expressed message - Use of wrong words, an omission of the words and inadequate vocabulary result in badly expressed messages.

(b) Symbols with different meanings - The same word or symbol may carry different meanings perceived by the receiver leads to the communication problem.

(c) Faulty translations - When the translator is not proficient in both the lang. involved in translation.

Ques. Write a short note on the importance of external communication in business.

Ans- External communication is communication b/w a company and any people, organisations or business outside that company. Business use external communication to develop brand external awareness and improve the public image of the company or with other businesses.

Good business relationships and a positive brand image are essential to the success of a business. Good external communications can have a positive effect on the way a company's competitors, potential investors and customers see the business and the brand.

As a result, external communication are a crucial part of any marketing strategy and play an important role in growing any business.

- (a) Improving brand awareness.
- (b) Communicating with suppliers.
- (c) Maintaining good relationships with existing customers.
- (d) Building brand identity.

Ques. What do you understand by oral and written communication?

Ans-1. Oral Communication,-

Oral communication refers to the communication that takes place by speaking. This includes basic conversations, as well as speeches and meetings. Taking time to practice and receive feedback on general communication skills can help to improve oral communication skills.

Oral communication skills can also be used for many different purposes. Some common examples of oral communication include:

- (a) Sharing Ideas
- (b) Communicating thoughts
- (c) Exchanging information
- (d) Giving order
- (e) Persuading people

Oral communication are used on a daily basis.

► Written Communication:-

Written communication refers to the type of communication that uses the written word. This can be typed on an electronic device, such as an email on a computer, or handwritten such as a note or a letter.

Written communication skills involve being able to read and write, as well as edit information for clarity. It is also important for the writer to understand how to use proper grammar and punctuation for credibility. Written communication may also make use of specific 'styles', such as Associated Press, or AP style, which is commonly used in newspapers and magazines.

There are many forms of written communication. Some of the most common forms include:

- (a) Email
- (b) Text Messages
- (c) Cards and Letter
- (d) Newspapers
- (e) Blogs
- (f) Magazines

Ques Write the importance of report writing and its types.

Ans-1 Reports that can be used to develop future forecasts, marketing plans, guide budget planning and improve decision-making.

- ① A report is a document that presents relevant business information in an organized and understandable format.
- ② Each report is aimed at a specific audience and business purpose.
- ③ A report must be written after enough research work. All the information about the respective topic must be correct.

★ Types of Reports -

① Informational Reports -

As their name suggests, this report type aims to give information about a topic. This can include performance reports, expense reports, and justification reports. Common informational reports examples are for performance tracking such as annual, monthly or weekly reports.

② Product Report,-

As their name suggests, this report type is used to monitor several aspects related to product performance and development. Another common use of these reports is to research the implementation of new products or develop existing ones.

③ Industry Report,-

These reports provide an overview of a particular industry, market or sector with definitions, key trends, and industry size, among others. They are particularly useful for businesses that want to enter a specific industry.

④ Progress reports,-

Progress reports provide critical information about the status of a project. These reports can be produced on a daily, weekly, or monthly basis by employees, managers to track performance. Progress reports are often used as visual materials to support meetings and discussions.

Ques. Write the types of interview

Ans-1. Interview -

A meeting at which somebody is asked que. to find out if he/she is suitable for a job, course of study etc.

There are two-types of interview methods: individual & group interviews.

• Individual interview -

These interview are one-on-one interviews that are conducted b/w the interviewer and candidate.

• Group interview -

Such types of interview are conducted when there are multiple candidates for a job opening.

★ Types of interview -

1.1. Panel interview -

In this type of interview, there are multiple interviewers who assess the candidate. In such interviews, the candidate is observed based on their

skill set and body language.

2.1 Structured interview,-

In such interview, interviewers ask the same set of questions from all candidates. These can be open-ended or close-ended questions. In this type of interview, the interviewer compares candidates based on these questions.

3.1 Unstructured interview,-

Here, interviewers change questions based on the candidate's response to the previous questions. There is no set format & there can be all types of interview questions that you may not predict.

4.1 Off-site interview,-

These are informal interviews where the candidate and interviewer meet at a place other than the office. The interviewer may invite the candidate over lunch. The aim of such interviews is assess your personality outside the workplace.

Ques. What are the qualities of a good leader.

Ans-1 Good leaders possess self-awareness, focus on relationship-building and become role models and are fully present.

- ① They are self-aware and prioritize personal development.
- ② They focus on developing others.
- ③ They encourage strategic thinking, innovation and action.
- ④ They do not blame others and do not make excuses.
- ⑤ They should develop trust in others.
- ⑥ They always think positive.
- ⑦ They should be a responsive person.

Ques. What are articles in English language with examples.

Ans-1 Articles are words that define a noun as specific or unspecific.

These are two types of articles —

► Example of indefinite articles. -

- ① There was a boy.
 - ② I have an hour to complete this.
 - ③ It may be a cat.
 - ④ I have an umbrella.

► Example of definite articles -

- ① The Moon is looking good.
 - ② The Taj Mahal is good place.
 - ③ The English teacher is absent today.
 - ④ The King have lot of gold coins.

Ques. Difference between Hard skills and soft skills.

Ans-1 Hard skills

① Hard skills means the technical skills specific to the job, which a person has acquired through proper training & learning.

② Key occupational requirement for the job.

③ Easy to prove using evidence, such as certificate, degree, awards etc.

④ Ex.: Classroom management, video production, Project management.

Soft Skills

① Soft skills refer to the set of personality which defines an individual's relationship in a work environment, with others.

② Widely acceptable skills.

③ Associated with personal attributes, and so these are difficult to prove

④ Ex.: Teamwork, Creativity, Organization, Critical thinking etc.