

[illegible]

Total number of questions: 06

**Paper ID:**

Max Marks: 60

- All questions are compulsory
- Assume any missing data

Q. 1. Short-Answer Questions:

- Differentiate between formal and informal communication.
- What is the role of eye contact in effective communication?
- How scanning is different from sampling as reading strategy?
- Which points one should keep in mind while making a telephone call?
- What guidelines would you provide to a person who is going to prepare Resume?
- In what ways is group discussion different from meeting?
- What is the format of memorandum?
- What is empathetic listening?
- Give two examples of bilabial sounds.
- What do the following abbreviations stand for  
LASER; ROM

Q. 2. Define communication. Describe the process of communication, indicating clearly the role of each constituent element.

OR

Explain in detail the SQ3R approach in reading.

COa

- Q. 3. Differentiate between hearing and listening. Briefly discuss psychological and socio-cultural barriers to listening.

OR

- a. 'Posture changes as per the verbal content and mood of the speaker'

Explain.

- b. How should one deal with difficult callers in telephonic conversation?

Q. 4. Assuming that you are the Purchase Officer of Dura Garments Enterprises, CO<sub>a</sub>  
Hoshiarpur Road, Rohtak-124003. Place an order for the following items with  
Modern Furniture Mart, Sadar Bazar, New Delhi-110008.

- a. Office chairs 20
- b. Steel almirahs 10
- c. Wooden Tables 15
- d. File racks 23

OR

Shah Textiles Corporation requires Branch Manager in their Sales department. CO<sub>a</sub>  
Considering yourself competent for the position, draft a letter of application.

Q. 5. What elements must appear in the structure of a report? Discuss in detail. CO<sub>a</sub>

OR

Do as directed. CO<sub>a</sub>

- a. The tailor said, "I have stitched your dress." (Change the sentence into indirect speech)
- b. I have been waiting here (since, for) 4 O'clock. (Choose the suitable word given in the bracket.
- c. She does not show any consideration-----others.( Fill in the blank with suitable preposition)
- d. One who imitates the voice, gestures etc of others. (Substitute one word).
- e. Berth and Birth (Use these words in sentences to bring out their meaning).
- f. He remains cheerful. He has been wounded.( Join the pair sentences with suitable conjunction)
- g. Think, Enable (Make noun from the words)
- h. March is-----third month of the year.( Fill in the blank with suitable article.

Q. 6. a. What is the significance of feedback skills? CO<sub>b</sub>  
b. Distinguish between Diphthongs and Monophthongs? Explain with examples.

OR

- a. How to deal with nervousness while making oral presentation? CO<sub>b</sub>
- b. What are the skills required at the level of listening while participating in a group discussion?

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