

March 2023

COMMUNICATION SKILLS IN ENGLISH*Time Allowed: 2.5 Hours**Full Marks: 60*

Answer to question No. 1 of Group A is compulsory and to be answered first. This answer is to be made in separate loose script(s) provided for the purpose. Maximum time allowed is 30 minutes, after which the loose answer scripts for answering the remaining part of the question will be provided. One early submission of answer scripts of Question No. 1, a student will get the remaining script earlier.

Answer any five (05) Questions from Group B

Group A

1. Choose the correct answer from the given alternatives (Any twenty):

1x20

- (i) Communication is a part of _____ skills.
(a) Soft (b) Hard (c) Rough (d) Short
- (ii) Environmental barriers are the same as _____ noise.
(a) Physiological (b) Psychological (c) Physical (d) Sociological
- (iii) Our dress code is an example of _____ communication.
(a) Verbal (b) Non-Verbal (c) Written (d) Spoken
- (iv) _____ communication includes tone of voice, body language, facial expressions etc.
(a) Non-verbal (b) Verbal (c) Letter (d) Notice
- (v) Letter, e-mail, telephone are examples of _____.
(a) Message (b) Feedback (c) Channel (d) Encoding
- (vi) Understanding _____ different parts of speech, forms the base of learning grammar.
(a) Five (b) Eight (c) Six (d) Seven
- (vii) A _____ is defined as the name of a person, place or thing.
(a) Verb (b) Noun (c) Pronoun (d) Adverb
- (viii) According to Hoben, Communication is the _____ interchange of thought or idea.
(a) Visual (b) Audio (c) Verbal (d) Written
- (ix) All communication events have a _____.
(a) Resource (b) Source (c) Start (d) End
- (x) The message may be misinterpreted because of _____.
(a) Barriers (b) Distortions (c) Distractions (d) Noise

- (xi) In oral communication there is a possibility of immediate _____.
(a) Reaction (b) Response (c) Reflection (d) Reset
- (xii) While talking to friends, you do not pay attention to the skills of _____ communication.
(a) Written (b) Oral (c) Audio (d) Visual
- (xiii) The _____ speech is also called as reported speech.
(a) Direct (b) Indefinite (c) Indirect (d) Definite.
- (xiv) Reading comprehension means understanding a _____ text.
(a) Oral (b) Written (c) Usual (d) Audio
- (xv) Different types of letters used for printing are called _____.
(a) Fonts (b) Fronts (c) Both (a) and (b) (d) None of the above
- (xvi) In the structure of the Email what comes first.
(a) Carbon Copy (b) Date (c) Email Address of the Receiver (d) Subject Line
- (xvii) In the writing of an apology letter concentrate on
(a) Problem (b) Compensation (c) Rectification of problem (d) Words.
- (xviii) People cannot interact with each other without _____.
(a) Communication (b) Transport (c) Voice (d) Loudspeaker
- (xix) The language of the report should be _____.
(a) Formality (b) Formal (c) Causal (d) Loose
- (xx) Prior to note taking there is the aspect of _____ or _____.
(a) Listening, writing (b) Writing, Speaking, (c) Speaking, Reading, (d) Reading, Listening
- (xxi) Which of the following icon is used to add an attachment to an email?
(a) Stationery icon (b) Paper clip icon (c) GIF icon (d) Emoji icon
- (xxii) Any word that adds more meaning to the noun is called an _____.
(a) Adverb (b) Verb (c) Adjective (d) Noun
- (xxiii) A _____ indicates the action done by the subject.
(a) Verb (b) Adverb (c) Noun (d) Pronoun.
- (xxiv) A _____ is a word which connects words, phrases, clauses or sentences.
(a) Preposition (b) Conjunction (c) Interjection (d) Verb
- (xxv) 'A' and 'an' are the _____ articles.
(a) Definite (b) Indefinite (c) Particular (d) Specified

Group B

2. Read the passage given below and write in note form.

Blood, the most vital element of human life, consists of two important elements – plasma and cells. Plasma is the straw – coloured fluid, containing 90% water and dissolved materials. These include proteins, food, mineral salts, excretory materials, gases and others. Some of these dissolved materials help in producing energy. The cells may be divided into three main elements – the White Blood Corpuscles, the Red Blood Corpuscles and platelets. Each has its definite function. The White Blood Corpuscles guard the body against attacks of disease by creating the immunity syndrome. The Red Blood Corpuscles transport respiratory gases like Oxygen throughout the body. The platelets help in clotting the blood. Thus all the components have definite functions in the body and their proper functioning; they can keep the body healthy and fit.

3. What are the barriers to Communication? Explain. ✓

8

4. Describe the advantages and disadvantages of verbal communication?

8

5. Write the importance of Soft Skills ✓

8

6. What is a Resume? Write your own Resume.

8

7. Assuming yourself to be the head of Electronics Departments of your Institution. Write a report of trouble on the fire caused in the laboratory of your department. ✓

8

8. You are Mr. Chopra and you recently bought a mobile from an online store which is not working properly. Write an email to the online store complaining about the problem. ✓

8

9. Fill in the blanks with appropriate forms of verbs given within brackets:

2x4=8

(i) Babur _____ (defeat) Ibrahim Lodi in the First Battle of Panipat in 1526 and _____ (introduce) gunpowder in India.

(ii) Ragging is still _____ (go) on in some residential engineering degree colleges of West Bengal. The matter _____ (be) undoubtedly very disgraceful for the state.

(iii) He _____ (realise) that he could not _____ (kill) his dog.

(iv) She found a little mouse which _____ (play) on the cup-board and _____ (begin) to scream.

10. (a) Change the voice of the following sentences:

4+4=8

(i) Who scolded you?

(ii) Can you tell me this?

(iii) Call in a doctor.

(iv) Help the poor.

(b) Complete the sentences with correct article:

(i) Is France _____ European country? (a/an)

(ii) It takes me _____ hour to get to work. (a/an)

(iii) I have _____ one-year-old daughter. (a/an)

(iv) School children have to wear _____ uniform. (a/an)