

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

Answer to Question No. 1 of Group A must be written in the main answer script. In Question No. 1, out of 2 marks for each MCQ, 1 marks is allotted for right answer and 1 marks is allotted for correct explanation of the answer.

Answer any Five (05) Questions from Group-B.

GROUP-A

1. Choose the correct answer from the given alternatives and explain your answer (any ten): **2x10=20**

- i. Traffic Signal is an example of:
 - a) Written communication
 - b) Audio-visual communication
 - c) Visual communication
 - d) Oral communication
- ii. The first step of problem-solving skills is:
 - a) Evaluate the solution
 - b) Choose the best solution.
 - c) Find out the possible solutions.
 - d) Identify the problem
- iii. Soft skills are applicable to:
 - a) Only the service sector.
 - b) Only the manufacturing sector.
 - c) Only the agricultural sector.
 - d) All sectors.
- iv. What is the final step in the communication cycle?
 - a) Encoding
 - b) Decoding
 - c) Feedback
 - d) Receiving
- v. Communication barriers are
 - a) A receiver's response to a message.
 - b) Avenues through which messages are delivered
 - c) Obstacles that interfere with the understanding of a message
 - d) The circumstances under which communication takes place
- vi. Emotional intelligence is
 - a) Same as IQ
 - b) Control over emotions
 - c) Expressing emotions
 - d) Suppressing emotions
- vii. Which of the following attitudes is negative
 - a) Polite
 - b) Arrogance
 - c) Joyful
 - d) Good learner

- viii. Important information can be extracted from a class lecture, using:
- Report writing.
 - Memo writing.
 - Note-taking.
 - Paragraph writing.
- ix. Which one is not a true trick while you take a note from a written text
- Summarize all important points
 - Take the notes in full sentences
 - Use charts, diagrams, symbols
 - Identify the keywords
- x. A memo is
- Not like a letter
 - Like a letter
 - One kind of business letter
 - Invitation letter
- xi. Suppose you are sending an email to your friend, and you want to send a copy of the mail to your teacher. Which option should you use?
- Bcc
 - Cc
 - Forward
 - Reply
- xii. Curriculum Vitae is
- Details of biological data
 - Details of educational qualification only
 - A letter seeking for a job
 - Personal details along with objectives, qualifications, experience, skills, etc
- xiii. "Finish your work properly". It is an example of -
- Exclamatory sentence
 - Interrogative sentence
 - Declarative sentence
 - Imperative sentence
- xiv. "She spoke in a soft manner". Which type of phrase is used here?
- Verb phrase
 - Prepositional phrase
 - Adjective phrase
 - Adverb phrase
- xv. In an interview when you do not know an answer, you should:
- Keep guessing
 - Remain quiet
 - Admit you do not know the answer
 - Bluff

GROUP-B

Answer any Five (05) questions.

2. i. Write down the seven factors (7Cs) affecting perspectives in communication.
ii. Provide examples, explaining how each factor affects communication.
3. i. Define the process of communication.
ii. What is intra-personal and inter-personal communication?
iii. Give two examples of non-verbal communication.

- i. Write down 3 differences between hard skills and soft skills.
- ii. Mention three examples of hard skills and soft skills.
- iii. Write a short note on problem-solving skills.

(3+3+2=8)

5. Read the passage and answer the following questions:

We do not realize adequately to what extent our minds are moulded by books we read especially in youth. We have several means by which we acquire knowledge today i.e. radio, cinema, newspaper, television, etc. But reading books is the most ancient and effective of them all. Reading a book is different from mechanized instruction. We are never alone when we have books as our companions.

A great writer has said that religion is what man does with his solitariness. It is not merely religion but art and literature, scientific discovery, and technological invention that are the outcome of what a man does with his solitariness. In the modern world, we tend to be gregarious beings. When we have little leisure we run to parties, clubs, or other social activities. We are afraid to be alone with ourselves, afraid to stand and stare, much less to sit and think. We are happy with others not with ourselves. Pascal tells us that all the evils of the world arise from the fact that men are unable to sit still in a room. Reading a book gives us the habit of solitary reflection and true enjoyment.

- a. How has man produced great art, literature, scientific discoveries, or technological inventions?
- b. What is man by nature and how does he use his leisure?
- c. What is the cause of evils in the world according to the author?
- d. Select a word from the paragraph that is the opposite of social.
- e. Select a suitable title for the given paragraph.

(2+2+2+1+1=8)

6. Suppose you are Divisional Railway Manager, Eastern Railway, Howrah Division. Write a memo to the Passenger Welfare Officer, warning him/her regarding the lack of cleanliness in coaches, and the supply of substandard food, as reported by the passengers of Shatabdi Express on 10th April 2023. Also, instruct him to take immediate action to avoid this type of grievance in the future.

(For front cover:2 + For proper subject:1+ For body:3+ For proper conclusion and ending: 2 = 8)

7. You are a Purchase Officer of CBC Construction Pvt. Ltd. Your company has decided to purchase fifty thousand bricks. Send an email to the Commercial Manager of the XYZ company (cm@xyz.co.in) asking for the price and the time required for the delivery of the bricks.

(For email format:2 + For proper subject:1+ For body:3+ For proper conclusion and ending: 2 = 8)

8. Suppose you have been instructed by the Principal of your college to investigate the facilities you have in your college canteen and make recommendations for improvement. Now, write a report with a covering letter to the Principal.

(For front cover:1 + For proper Introduction 2, For findings and recommendations: 3 + For covering letter: 2 = 8)

9. Transform the following sentences as directed: -

(8x1=8)

- i) In spite of his poverty he is honest. (Change to complex)
- ii) He wants an employee who is honest. (Change to negative)
- iii) As she was ill, she could not go to college. (Change to compound)
- iv) In spite of his wealth he is unhappy. (Change to compound)

Fill in the blanks with appropriate prepositions:

- v) He lives ___ Mumbai.
- vi) She sat ___ the ground.
- vii) An epidemic broke ___ in the town last year.
- viii) I called ___ her from a distant place.