

SECTION-D

Note: Long answer type questions. Attempt any two questions out of three questions. (2x8=16)

Q.23 Write a resume for the post of librarian.

Q.24 Write a report regarding outbreak of fire in the branch office at Ambala.

Q.25 Write a letter to the General Manager, State Electricity Board about poor functioning of street lights in your colony.

No. of Printed Pages : 4

Roll No.

221621

2nd Sem / LIS

Subject : Professional Communication - I

Time : 3 Hrs.

M.M. : 60

SECTION-A

Note: Multiple choice questions. All questions are compulsory (6x1=6)

Q.1 Which is not a type of formal Communication -

- a) Downward
- b) Upward
- c) kinesics
- d) Diagonal

Q.2 Enquiry letters are written by----

- a) Seller
- b) buyer
- c) sender
- d) none

Q.3 Proxemics is the study of_____

- a) Facial expression
- b) Body language
- c) space
- d) none

Q.4 Who starts the communication process-

- a) Encoder
- b) Sender
- c) Receiver
- d) None

Q.5 In case of emergency, one should opt for _____

- a) Oral communication
- b) Written communication
- c) Grapevine
- d) Formal Communication

Q.6 Corrigendum is written to _____

- a) Promote a product
- b) To sell a Product
- c) To rectify a printed error
- d) To give information

SECTION-C

Note: Short answer type questions. Attempt any eight questions out of ten questions. $(8 \times 4 = 32)$

Q.13 What is an enquiry letter?

Q.14 What is a memorandum?

Q.15 Write four guidelines for writing e-mail.

Q.16 What is grapevine?

Q.17 Write a memo to an employee regarding his habit of reading newspaper and magazines during office hours.

Q.18 Write an enquiry letter for the purchase of air conditioners for your office.

Q.19 Write an e-mail to your friend to invite her to your brother's marriage.

Q.20 Write a complaint letter regarding non-functioning of newly purchased refrigerator.

Q.21 Place an order for the purchase of books in the library.

Q.22 Write a notice for the meeting to be held in Conference Hall regarding Annual function.

SECTION-B

Note: Objective/ Completion type questions. All questions are compulsory. $(6 \times 1 = 6)$

Q.7 What is an agenda of the meeting?

Q.8 What is registered post?

Q.9 What is an E-mail?

Q.10 Write any two examples of written communication?

Q.11 What is downward communication?

Q.12 What is a corrigendum?