

221631

Time : 3Hrs.

M.M. : 60

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

a) Mobile b) Graphics and images
c) Method d) Account

a) Past b) Present
c) Future d) Both (b) & (c)

a) Internal & External b) Verbal & Written
c) Oral & Non-verbal d) Feedback

a) Communication b) Oral Communication
c) Both A & B d) Report

a) Agenda b) Minutes
c) Notice d) None of these

- Q.6 A _____ is one which is prepared in a prescribed form.
- a) Oral b) Written
c) Informal d) Formal

SECTION-B

Note: Objective/Completion type questions. All questions are compulsory. (6x1=6)

- Q.7 An abstract is also called as introduction. (True/False)
- Q.8 The minimum Number of members necessary for a meeting is called quorum. (True/False)
- Q.9 Letter announcing reduction of price is called offer letter. (True/False)
- Q.10 Communication is a exchange of facts, ideas and opinions by two or more persons. (True/False)
- Q.11 Letter is an example of oral communication. (True/False)
- Q.12 The value Mail, e-mail Video conferencing etc. are source of the _____ based media of communication. (Computer/ science)

SECTION-C

Note: Short answer type questions. Attempt any eight questions out of ten questions. (8x4=32)

- Q.13 Write a short note on mock interview.
- Q.14 Write a format of placing order.

(2)

221631

- Q.15 What is E-mail? Explain the procedure to send e-mail.
- Q.16 Describe important steps to writing resume.
- Q.17 How to write a job application letter?
- Q.18 Explain the types of communication.
- Q.19 Write a short note on Teleconferencing.
- Q.20 Explain the steps involved in process of letter writing.
- Q.21 Why is Listening skill important?
- Q.22 Explain the difference between Memo & Letter.

SECTION-D

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

- Q.23 Write a business Enquiry Letter regarding the purchase of material in bulk.
- Q.24 What is the meaning of communication & explain in brief the types of communication.
- Q.25 What is a press release note and explain the types of press release note.

(3)

221631