

B.P.A./B.F.A./B.Voc. SECOND YEAR, Exam. APRIL-2024**ENGLISH LANGUAGE & COMMUNICATION SKILLS**

Time : 3 Hrs.

Note: Attempt all questions.

Max. M. 70 Min.M. 25 (BPA)

Max. M. 70 Min.M. 23 (BFA/B.Voc.)

UNIT-I

1. **Attempt any six:-** **5X6= 30**

- (a) Briefly discuss the components of the communication process.
- (b) Explain in short, the merits and limitations of written communication.
- (c) What are the major communication barriers? Suggest strategies to overcome such barriers.
- (d) As a public speaker what are the important points that you would keep in mind before and during your speech? And why?
- (e) What is grapevine communication? Illustrate the pros and cons of grapevine communication.
- (f) How can you convey understanding to a caller over the phone? And why is it important to speak clearly and at a moderate pace during phone conversations?
- (g) Differentiate between interpersonal, Intrapersonal and Group communication.

2. **Choose the correct option:-** **10x1=10**

- i. What soft skill involves the ability to work effectively with others toward common goals
 - a. Time management
 - b. Adaptability
 - c. Teamwork
 - d. Conflict resolution
- ii. Why is active listening considered a crucial soft skill?
 - a. It helps in dominating the conversation
 - b. It fosters better understanding and rapport
 - c. It demonstrates a lack of interest
 - d. It avoids the need for feedback
- iii. What does body language primarily refer to in communication?
 - a. Spoken words
 - b. Facial expressions and gestures
 - c. Written communication
 - d. Tone of voice
- iv. Which of the following is a nonverbal cue that indicates interest and engagement in a conversation?
 - a. Avoiding eye contact
 - b. Crossing arms
 - c. Nodding in agreement
 - d. Speaking rapidly
- v. Select the example of a psychological barrier to communication:
 - a. Noisy environment
 - b. Cultural differences
 - c. Prejudice or bias
 - d. Lack of clarity in the message
- vi. Which of the following is a characteristic of effective communication?
 - a. Using complex vocabulary
 - b. One-way communication
 - c. Clear and concise messages
 - d. Ignoring feedback

- vii. In a company, a project team sharing updates and progress reports directly with another project team exemplifies which type of communication?
- Vertical communication
 - Diagonal communication
 - Horizontal communication
 - External communication
- viii. Which of the following is a common channel for horizontal communication in a workplace?
- Memo from the CEO
 - Team meetings
 - Performance appraisal interviews
 - Company-wide newsletters
- ix. How can you demonstrate good nonverbal communication when meeting someone for the first time?
- Avoiding eye contact
 - Crossing arms
 - Offering a warm smile and maintaining eye contact
 - Speaking loudly to show confidence
- x. Which of the following is an example of intrapersonal communication?
- A team meeting
 - A phone call
 - Self-reflection and self-talk
 - Email correspondence

UNIT-II

3. Translate the following passage into Hindi. 05

Usually, when school began, there was a great bustle, which could be heard out in the street, the opening and closing of desks, lessons repeated in unison, very loud, with our hands over our ears to understand better, and the teacher's great ruler rapping on the table. But now it was all so still! I had counted on the commotion to get to my desk without being seen; but, of course, that day everything had to be as quiet as Sunday morning. Through the window I saw my classmates, already in their places, and M. Hamel walking up and down with his terrible iron ruler under his arm. I had to open the door and go in before everybody. You can imagine how I blushed and how frightened I was.

OR

Write a note on Close Reading.

4. Summarize the following text: 05

In a small village, nestled among green hills and meandering streams, a group of children eagerly gather every afternoon to attend a makeshift school. The dedicated teacher, armed with a chalkboard and a few worn-out textbooks, imparts basic education to the enthusiastic youngsters. Despite the lack of modern facilities, the children's eagerness to learn and the teacher's commitment create a nurturing environment. In this humble setting, education becomes a beacon of hope, offering these children the opportunity for a brighter future.

UNIT III

- Write book review of any book of your interest. 05
- Write a job application letter for the post of Manager, at HDM Bank advertised in the Deshbhoomi Newspaper. Also, Compose a C.V. 10
- Write an email to the *Flipshop* Customer Service Department complaining about the product delivered to you being in a damaged condition. 05

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