

[Time: - 2 Hours]

[ Marks: 40]

Please check whether you have got the right question paper.

- N.B:
1. Q. 1 is compulsory.
  2. Solve any three questions from remaining.
  3. Figures to right indicate full marks.

1.
  - a) "Communication is a key to success." Explain the process of communication with a labeled diagram. 02
  - b) Identify the sender, message, receiver, medium /channel in the following situation: 02  
A Manager gives instruction over telephone to his secretary, who types a letter.
  - c) Explain: 'hearing is natural, listening requires efforts'. 02
  - d) Give a diagrammatic representation of a letter in complete-block format 02
  - e) Differentiate between :warning and caution 02
2.
  - a) Write the advantages and disadvantages of nonverbal communication. 02
  - b) Explain any two means of overcoming psychological barriers in an organization. 02
  - c) As a CR of your class you are asked to arrange a trip to Assam. Write a letter to Angelique Travels asking for the arrangement of a trip. Mention the number of students travelling. (Use modified block form) 06
3.
  - a) Name and explain vertical communication. 03
  - b) What do the following non-verbal cues communicate: 01  
i) Closed eyes ii) Pointing finger
  - c) A majority of the books that you had ordered for your Institute have been received in a damaged condition. Draft a suitable complaint cum claim letter asking for appropriate compensation from the supplier. (Use semi block format) 06
4.
  - a) Identify the barrier: 02  
i. The speaker starts stammering when he sees the huge audience.  
ii. "Don't trust him, all lawyers are liars
  - b) What is Body Language? How it can be interpreted? 04
  - c) Describe the process of titration. 04
5.
  - a) Write short notes on i) Grapevine ii) You attitude 03
  - b) Differentiate between skimming and scanning. 02
  - c) Rewrite the following statements using a positive tone. 02  
1. We regret to inform that we cannot deliver your goods on time it may get delayed.  
2. We are sorry to receive your complaint letter dated 12 june, 2017 about our television.

TURN OVER



d) Make sentence with the following pair of words so as to differentiate between their meanings: 03

i) except, accept ii) duel, dual iii) good, goods

6. a) Read the following passage carefully and answer the questions given: 05

Education has always had two objects: on the one hand, to give skill; and on the other, to impart a vaguer thing which we may call wisdom. The role of skill has become very much larger than the role of wisdom. At the same time it must be admitted that wisdom in our world is useless expect for those who realize the great part played by skills, for it is increase of skill that is the distinctive feature of our world.

Although scientific skill is necessary, it is by no means sufficient. A dictatorship of man of science would very soon become horrible. Skill without wisdom may prove to be surely destructive. For this reason, if for no other, it is of great importance than those who receive a scientific education should not be merely scientific, but should have some understanding of that kind of wisdom which, if it can be imparted at all, can be imparted by the cultural side of education. Science enables us to know the means to any chosen end, but it does not help us to decide upon what ends should be pursued. If you wish to exterminate the human race, it will show you how to do it. If you wish to make the human race so numerous that all are on the verge of starvation, it will show you how to do that. If you wish to secure adequate prosperity for the whole human race, science will tell you what you must do. But it will not tell you whether one of these ends is more desirable than other. Nor will it give you that instinctive understanding of human beings that is necessary if your measures are not to arouse fierce opposition which only ferocious tyranny can quell. It can't teach you patience, it can't teach you sympathy, it can't teach you a sense of human dignity. These things, insofar as they can be taught in formal education, are most likely to emerge from the learning of history and great literature.

1. What should, according to the writer, be the aim of education?
2. Why is increase of skill a distinctive feature of our world?
3. What danger does the writer see in the present emphasis on imparting skills?
4. What knowledge does science impart to us?
5. Why should we study history and great literature?

b) Describe any ONE of the following objects giving definition, diagram, components & working of ceiling fan, digital camera. 03

c) Use one word for the following statements. 02

1. Words which have the same meaning,
2. Handwritten book

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