

2014

Time : 3 hours

Full Marks : 80

Candidates are required to give their answers in their own words as far as practicable.

The figures in the margin indicate full marks.

Answer from both the Groups as directed.

Group – A

(Objective Type Questions)

Answer all questions : 2x10 = 20

1. Choose the correct answer of the following :
 - (a) "Smoking is injurious for health." The underlined word is :
 - (i) Noun
 - (ii) Pronoun
 - (iii) Verb
 - (iv) Adjective

(b) The word which tells us more about a noun or a person is called :

- (i) Adverb
- (ii) Verb
- (iii) Adjective
- (iv) Transitive Verb

(c) A Group discussion is a test of interpersonal skill of a :

- (i) Moderator
- (ii) Leader
- (iii) Candidate
- (iv) Active Listener

(d) Communication is the process of _____ interaction between two or more persons.

- (i) Simple
- (ii) Meaningful
- (iii) Fast
- (iv) Irrelevant

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(2)

Contd.

(e) Communication is a _____ way process.

- (i) Three
- (ii) Eight
- (iii) Two
- (iv) Three

(f) After coding we go for :

- (i) Sending
- (ii) Receiving
- (iii) Decoding
- (iv) Action

(g) In downward communication, we have :

- (i) Command
- (ii) Control
- (iii) Both (i) and (ii)
- (iv) None of these

(h) Which is Odd Man Out ?

- (i) Simplex
- (ii) Duplex
- (iii) Half Duplex
- (iv) Semantic

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(3)

(Turn over)

(i) Words having similar sound and different meanings are called :

- (i) Vowels
- (ii) Diphthongs
- (iii) Homophones
- (iv) Consonants

(j) We obtained knowledge after processing :

- (i) Information
- (ii) Idea
- (iii) Data
- (iv) All of these

Group – B

(Long-answer Type Questions)

Answer any four questions of the following :

15x4 = 60

2. What are different types of correspondence ?
Explain the role and functions of correspondence in Office Management.
3. How will you prepare yourself for attending Job-Interview ? Explain the General Etiquette for such interviews.

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(4)

Contd.

4. Differentiate between Formal and Informal Letters. Write a note on the Do's and Don'ts both types of letters.

5. Describe the Guidelines and Helpful expressions of a good presentation with examples.

6. Explain the following :

- (a) Voice Modulation
- (b) Audience Awareness
- (c) Body Language

7. Define Group Discussion and discuss its process.

8. Discuss the ways of writing effective Resume.

9. How would you overcome the barriers of communication ?

10. Discuss the use of computer and supporting electronic devices in an effective presentation.

11. Write notes on any two of the following :

- (a) Writing application for a job
- (b) The communication skills necessary for effective communication

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(5)

(Turn over)

- (c) Types of correspondence, their role and function
- (d) Turn taking among the participants in conversation
- (e) Importance of phonetic transcription with suitable examples

