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Total Pages : 5

Roll No. -----

CVEOM/DVEOM-101

Communication Skills-English

C.Voc./D.Voc.(Soft Skill & E-Office Management)

Examination 2021 (Winter)

Time: 2 Hours

Max. Marks: 100

Note : This paper is of hundred (100) marks divided into two (02) Sections A and B. Attempt the questions contained in these sections according to the detailed instructions given therein.

Section – A

(Long Answer – type questions)

Note: Section 'A' contains Five (05) long-answer-type questions of Twenty Six (26) marks each. Learners are required to answer any two (02) questions only.

[2 x 26 = 52]

P.T.O.

- Q.1. (A) Define Communication and explain the techniques to improve communication skills. (9)
- (B) Briefly discuss the flow of communication in different direction. (9)
- (C) Write a note on the importance of Non-Verbal communication in interview and group discussion. (8)
- Q.2. (A) Write down the barriers of effective listening. (9)
- (B) Elaborate on the different types of listening skills with examples. (9)
- (C) Define the "super six" comprehension strategies in brief. (8)
- Q.3. (A) Define a sentence and explain the types of sentences with examples. (9)
- (B) Define an essay. How many types of essay are used in writing? Explain the differences between an essay and paragraph writing. (9)
- (C) Explain topic sentence in a paragraph and examine the characteristics of an effective paragraph. (8)

- Q.4. (A) Discuss the components of a business proposal in detail. (9)
- (B) Explain in detail the different types of reports. (9)
- (C) Evaluate the importance of letter writing and discuss the ways to draft a letter effectively. (8)
- Q.5. (A) What are the basic skills required to communicate effectively over the telephone? (9)
- (B) Telephone and E-mail Etiquette plays an important role in our business. Explain. (9)
- (C) Briefly discuss the steps involved in preparing for an interview. (8)

P.T.O.

Section – B

(Short-answer-type questions)

Note: Section 'B' contains Eight (08) short-answer-type questions of Twelve (12) marks each. Learners are required to answer any Four (04) questions only.

[4 x 12 = 48]

- Q.1. (A) Explain the process of communication with a diagram. (6)
- (B) Distinguish between Verbal and Non-verbal Communication. (6)
- Q.2 (A) Write a short note on Proxemics and Chronemics of non-verbal communication. (6)
- (B) Explain the importance of listening skills in communication. (6)
- Q.3 (A) Discuss the importance of non-verbal communication in an oral presentation. (6)
- (B) Mention few steps to improve reading comprehension. (6)

- Q.4 (A) What are the different types of sentences? (6)
- (B) What is the difference between a paragraph and an essay. (6)
- Q.5 (A) What steps should be taken by an author for good writing? (6)
- (B) Briefly discuss the steps to be followed while framing a proposal. (6)
- Q.6 (A) Mention few skills required to handle a telephonic call effectively. (6)
- (B) Write a short note on the structure of a report. (6)
- Q.7 (A) Explain the terms Cc and Bcc in an e-mail. (6)
- (B) Define the term Right to information. (6)
- Q.8. (A) List out any 5 duties of Public Information Officer. (6)
- (B) Explain the term 'Public Authority' in reference to Right to Information. (6)
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